

MFD BY CHRYSLER GROUP LLC

DATE OF MFR: 7-11

GWR:

2012 KG 4435 LB

GAWR FRONT: 1000 KG 2300 LB WITH
16X6.5 RIMS AT

P205/70R16 TIRES
240 KPA (35 PSI) COLD

GAWR REAR: 1044 KG 2300 LB WITH
16X6.5 RIMS AT

P205/70R16 TIRES
240 KPA (35 PSI) COLD



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

VIN: 1J4NT1GA0B [REDACTED] TYPE: MPV MDH: 072300 133AA
VEHICLE MADE IN U.S.A. PRINT: PS2 TRM: C7DU





Jeep



PATRIOT



Jeep











SRS
AIRBAG



SRS
AIR BAG



ABS
AIR BAG





DASCO PRO

ANGLE
FINDER
PLUS
LEVEL

Dasco Pro Inc.
Rockford, IL

IC BASE



4 25 FT 5

3

2

1

FT & IN
INCHES









1 971 110























Lt Rear

Rt Rear









100
120



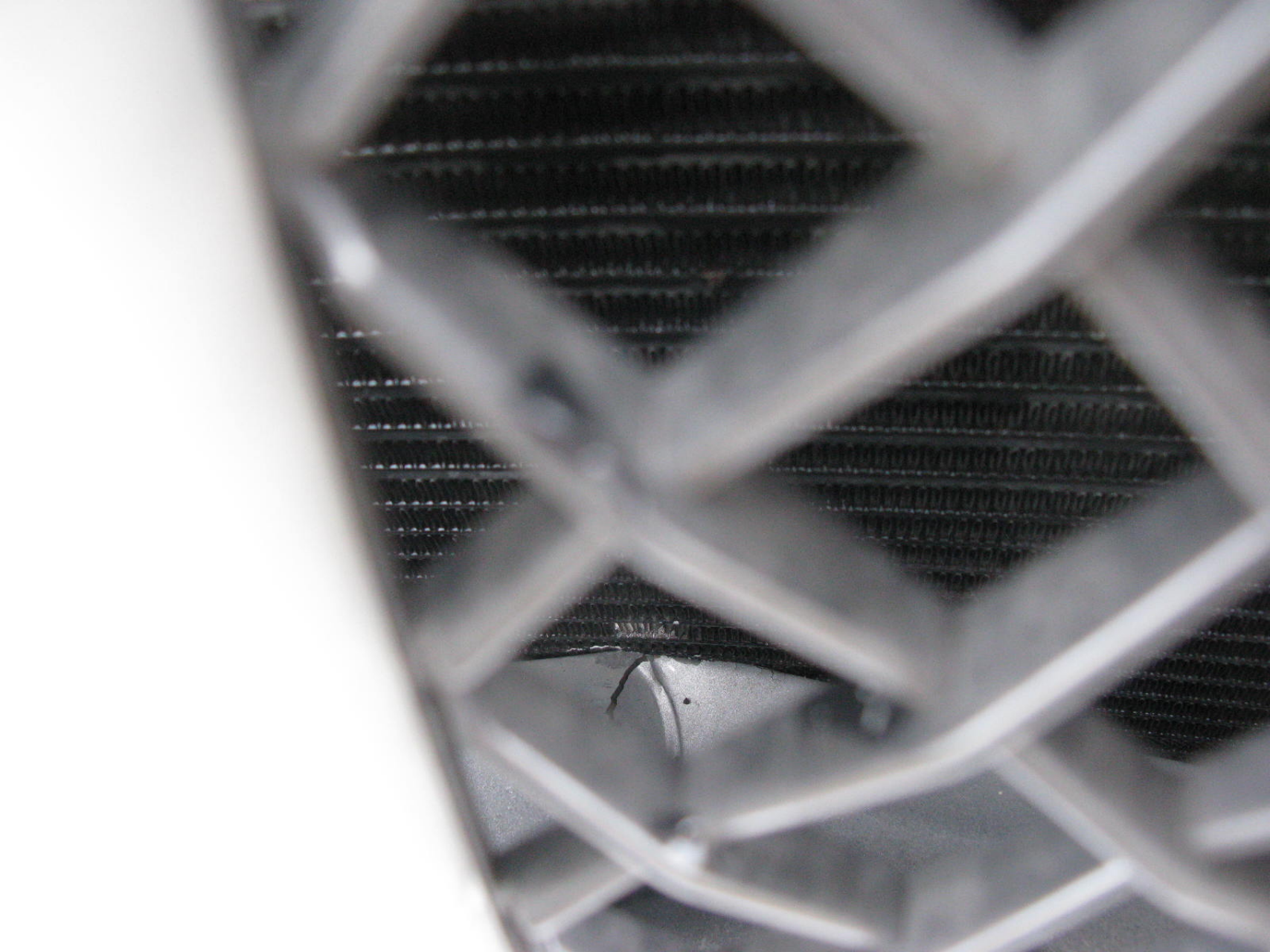












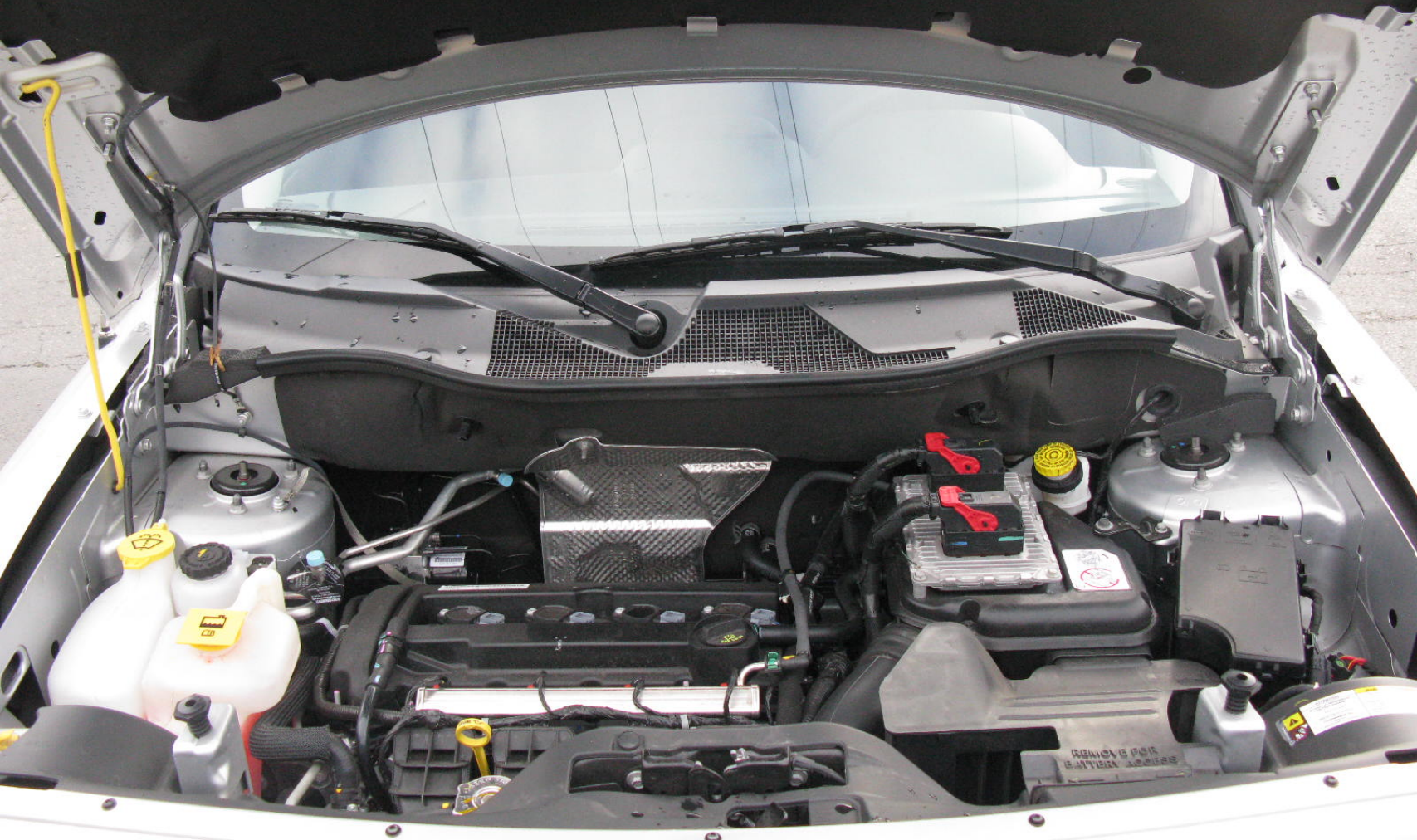












REMOVE FOR
BATTERY ACCESS

Chrysler Group LLC | AUTHORIZED MODIFICATIONS | THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB.

THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

PCM - 68066 800AF		
TCM - 05150533 AI		

CHANGE AUTHORITY	DEALER CODE	DATE
21-010-11	68930	11-1

04275086AD

1J4NT1GA0BD [REDACTED]

PT. NO. 05116471AB 3335880



Chrysler Group LLC

VEHICLE EMISSION CONTROL INFORMATION

CONFORMS TO REGULATIONS:
2011 MY

U.S. EPA: T2 B4 LDV OBD: CA II FUEL: GASOLINE
CERTIFIED TO OPTIONAL USEFUL LIFE PER EPA 86.1805-04(b).

CALIFORNIA: OBD: CA II FUEL: GASOLINE
CERTIFIED TO OPTIONAL USEFUL LIFE PER CARB 1961 (a) (8).
CERTIFIED FOR SALE ULEV II QUALIFIED.

NO ADJUSTMENTS NEEDED

GROUP: BCRXJ02.4VP1 ENGINE: 2.0L
EVAP: BCRXR0112PM0

TWC / HO2S / SFI



68085 **133AA**

30501 1333

FULL

WARNING
USE OF
FRONT
COVER

ADD





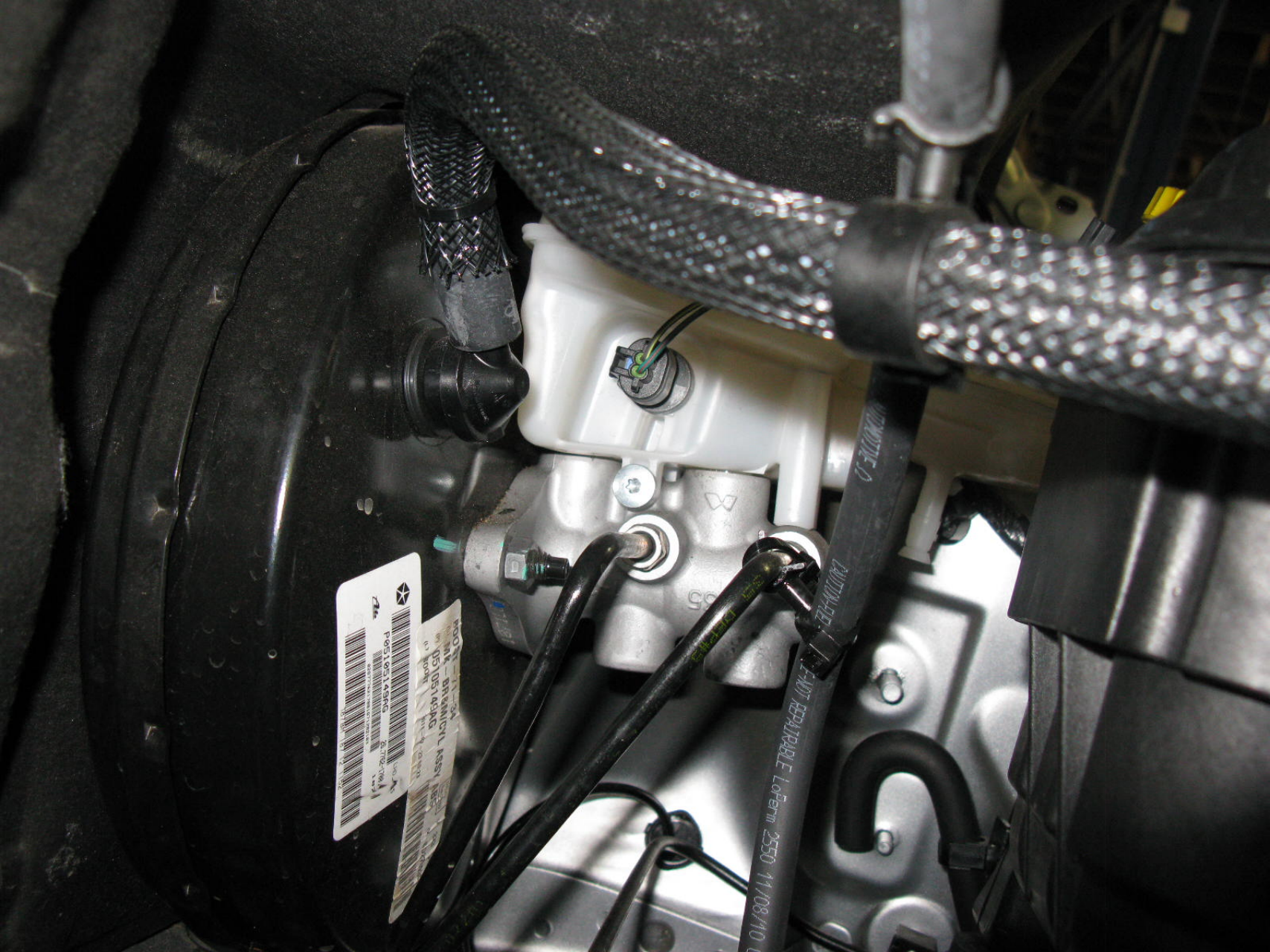
Barcode label on the solenoid with the number 2904.

Barcode label on the solenoid with the number 1748080100.

RIT 3965CM 3/8"

2988 150C

1-11-00



GM
POS 1.051.4.031C
0251.051.021C
03 00001
0251.051.021C
03 00001
0251.051.021C
03 00001

2550 11/08/10









used by
customers

2. Enabling

3. 5846

10 60 615

668-B .2 PATCH CABLE







75Ah

75Ah

TruckStar
DD07SA

CAUTION / ATTENTION / PRECAUCIÓN
DO NOT EXPOSE TO RAIN. CHARGE ONLY MATCH BATTERY RATED OTHER TYPES OF BATTERIES MAY BURST CAUSING INJURY TO PERSONS AND DAMAGE. RISK OF ELECTRIC SHOCK. DISCONNECT WIRE ONLY.
NE PAS EXPOSER À LA PLUIE. UTILISER SEULEMENT BATTERIES ÉQUIVALENTES À LA BATTERIE. D'AUTRES TYPES DE BATTERIES PEUVENT ÉCLATER ET CAUSER DES BLESSURES OU D'AVERTIR.
RISQUE D'ÉLECTROCUTION. UTILISER SEULEMENT BATTERIES ÉQUIVALENTES À LA BATTERIE.
NO EXPOSICIÓN A LA LLUVIA. CARGAR SELO CON BATERIAS IGUAL. OTROS TIPOS DE BATERIAS PUEDE EXPLOTAR CAUSANDO DAÑOS Y HERIDAS GRAVES. PARA EVITAR DESCARGAS ELÉCTRICAS CONECTAR EN ÚLTIMO MOMENTO.

LEMA
75Ah

Yellow fuse block

PC14



CAUTION / ATTENTION / PRECAUCIÓN

LENNER

2.0

DEWALT

2



CAUTION
● DO NOT EXPOSE TO RAIN. CHARGE ONLY
BURST CAUSING INJURY TO PERSONS AND DAMAGE
● NE PAS EXPOSER A LA PLUIE. UTILISER POUR CHARGER
D'AUTRES TYPES DE BATTERIES POURRAIENT ECLAIRER ET
RISQUE D'ELECTROCUTION. N'UTILISER QUE DANS UN ENDROIT
● NO EXPONGA A LA LLUVIA. CARGUESE SOLO CON BATERIAS INMEDI
EXPLOTAR CAUSANDO DAÑOS Y HERIDAS GRAVES. PARA EVITAR DESCAR










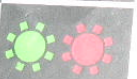
MAKAL MICROQUAL VPC

LENOVO
BATTERY SOLID



LENVU
BATTERY SOLUTIONS

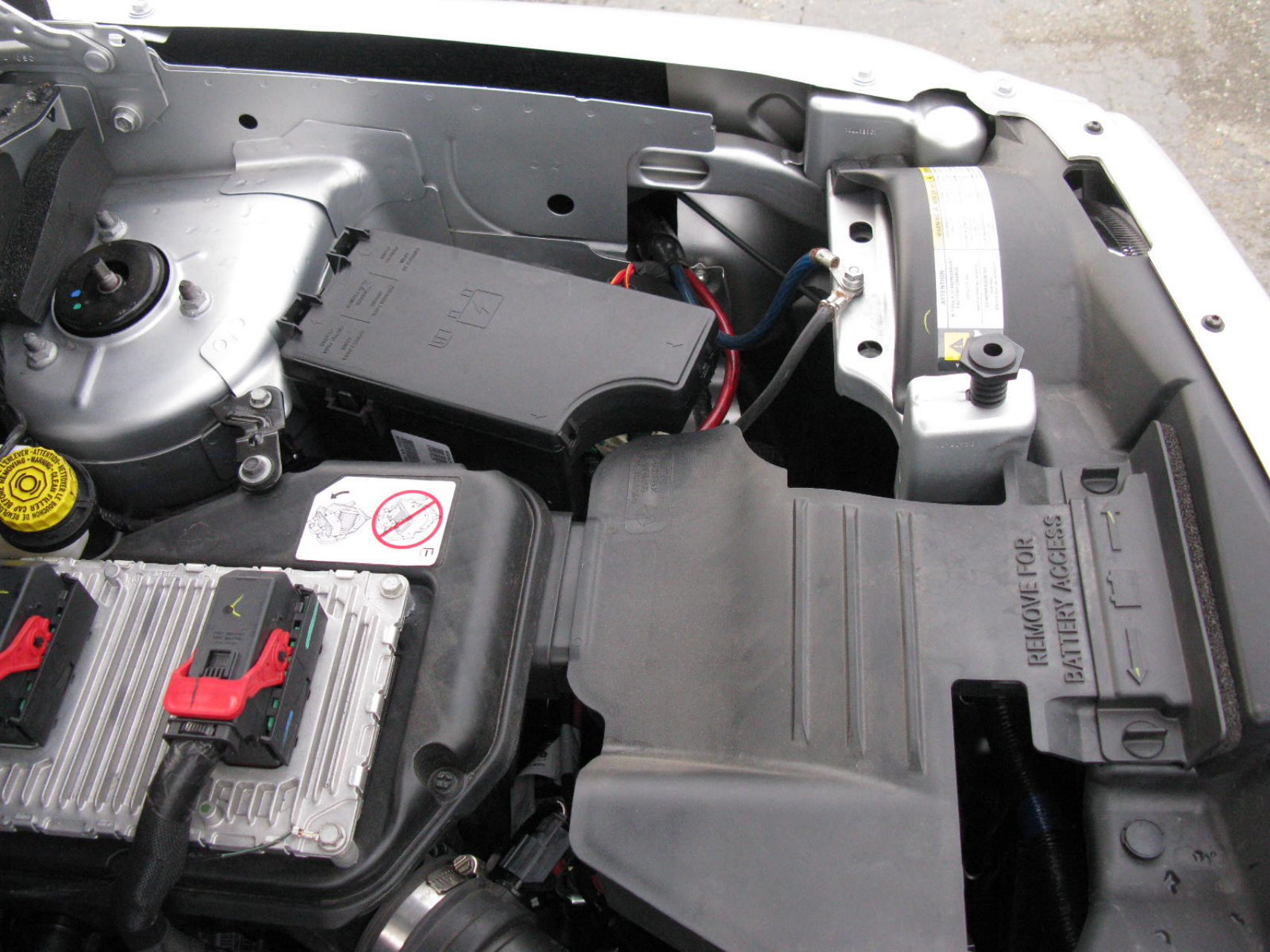
Makita[®]

 Li-ion 7.2V DC07SA





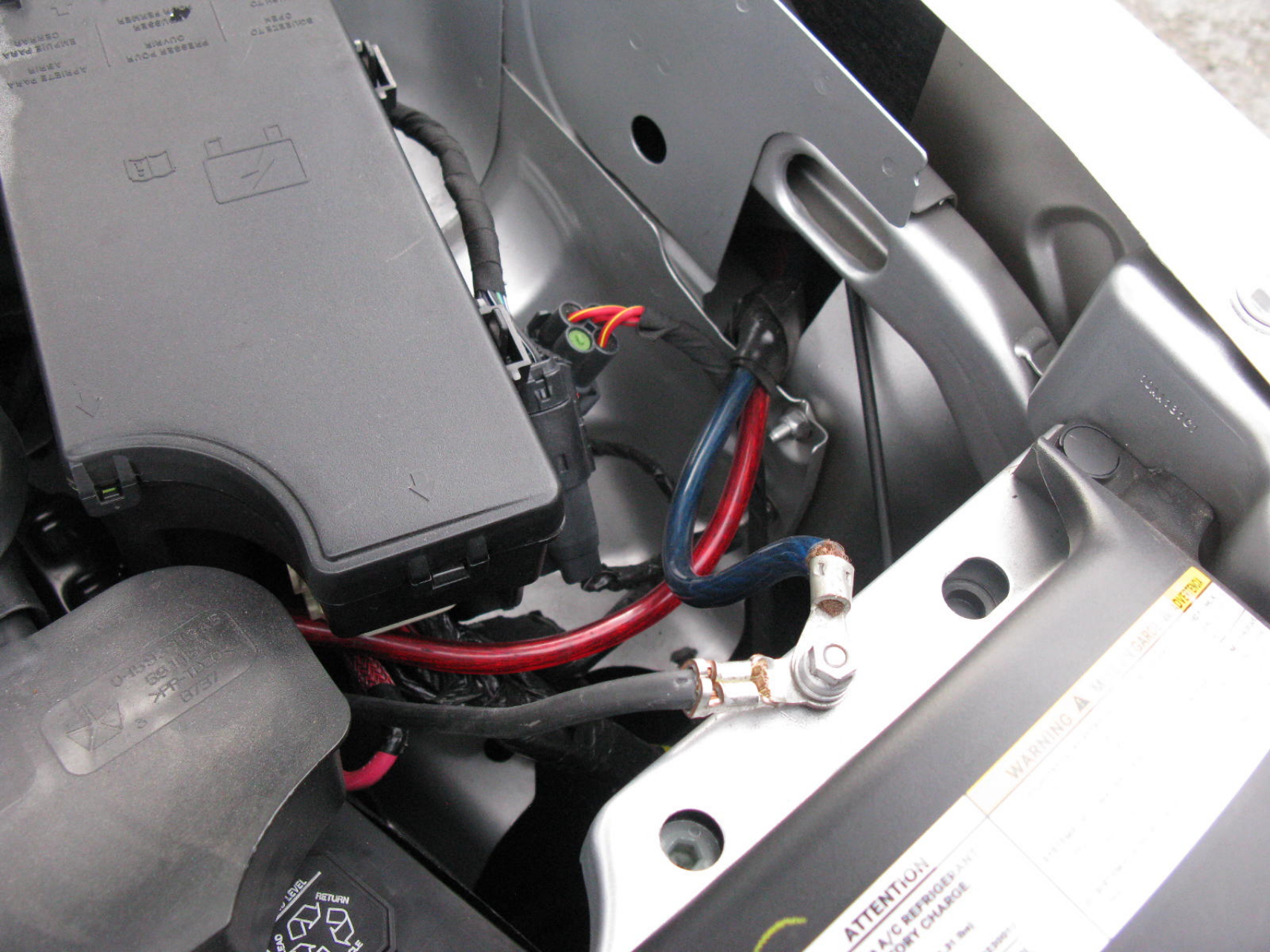


ALWAYS WEAR EYE PROTECTION
WHEN REMOVING BATTERIES
TO PREVENT INJURY FROM
ACID OR OTHER HAZARDOUS
SUBSTANCES.

DO NOT ATTEMPT TO REPAIR OR
REPLACE BATTERY COMPONENTS
YOURSELF. CONTACT A
QUALIFIED TECHNICIAN.
7

ATTENTION
BATTERY IS HEAVY
DO NOT ATTEMPT TO
REPAIR OR REPLACE
BATTERY COMPONENTS
YOURSELF. CONTACT A
QUALIFIED TECHNICIAN.

REMOVE FOR
BATTERY ACCESS



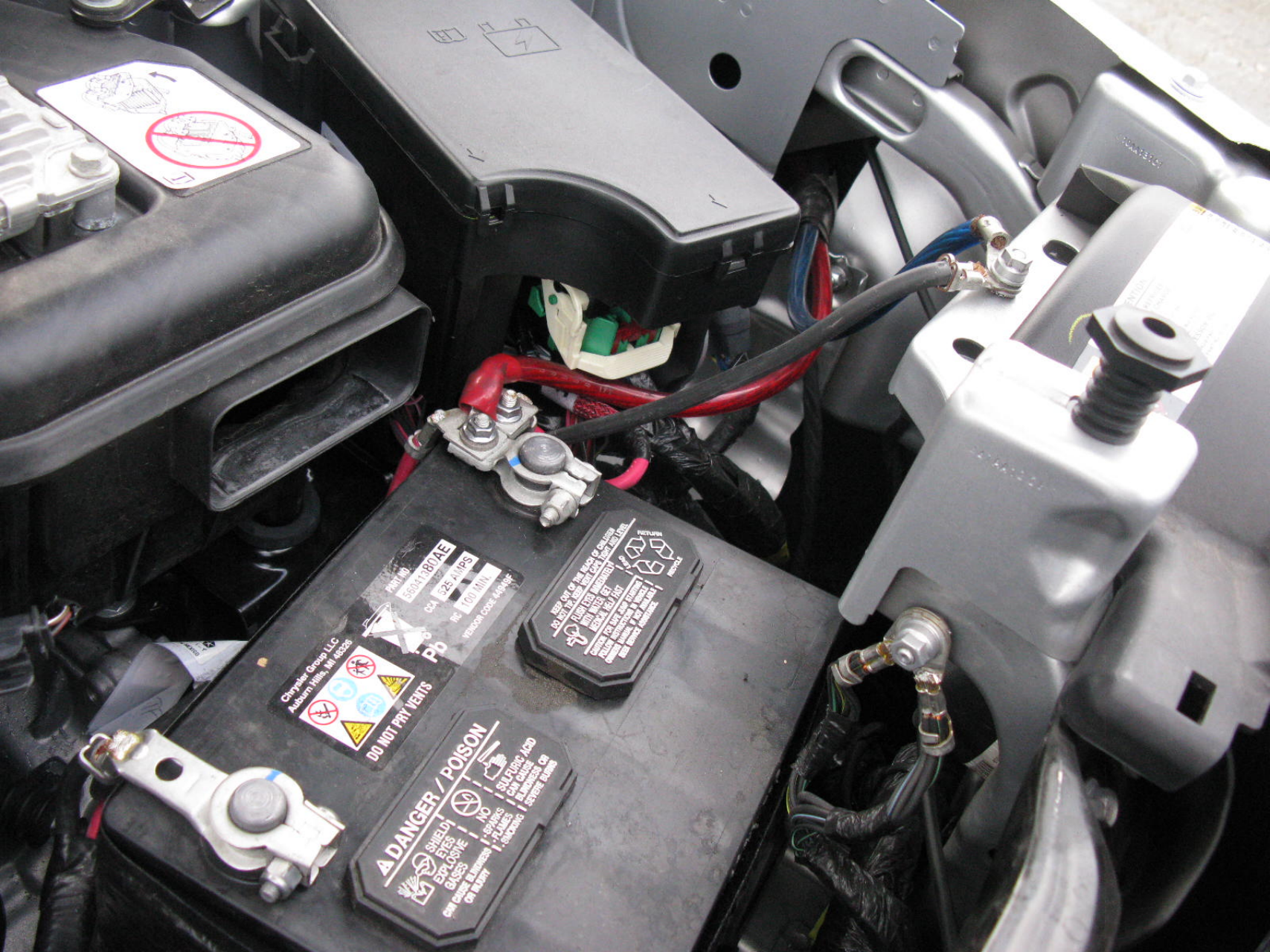
APRIL 2004
PRESSURE POWER
PRESSURE POWER
PRESSURE POWER
PRESSURE POWER

0-153-11111
0-153-11111
0-153-11111

RECYCLE
RETURN

ATTENTION
A/C REFRIGERANT
RECHARGE

WARNING ⚠
NITROGEN GAS
DANGER



A warning label on the fuse box cover with a crossed-out symbol, possibly indicating 'NO SMOKING' or 'NO OPEN FLAMES'.

Chrysler Group LLC
All other titles, all rights reserved



DO NOT PRY VENTS

⚠ DANGER / POISON

- SHIELD EYES
- EXPLOSIVE
- BLASTS
- CHARGE IN WAREHOUSE OR IN SAFE
- NO SPARKS
- NO FLAMES
- NO OPEN FLAMES
- NO SMOKE
- NO SWITCHES
- NO SPARKS
- NO FLAMES
- NO OPEN FLAMES
- NO SMOKE
- NO SWITCHES

SULFURIC ACID
CAN CAUSE BURNS
ON CONTACT WITH SKIN

Part No. 6801M13807AE
CCA 525 AMP
RC 120 MIN
WATER-COOLING SYSTEM

KEEP OUT OF THE REACH OF CHILDREN
KEEP THIS CAP OFF THE BATTERY
FOR PROPER MAINTENANCE
SEE USER MANUAL FOR INSTRUCTIONS
DO NOT ATTEMPT TO REPAIR OR
REPLACE THIS CAP
REPLACE WITH THE SAME TYPE
REPLACE WITH THE SAME TYPE
REPLACE WITH THE SAME TYPE

1580AE

525 AMPS

MIN





ChapStick
SPF 30

R
N
D

HEAT

BACK LUMBAR

HI LOW OFF

OFF LOW HI THIGHS

comfort

- / +
AUTOSTICK
HOLD FOR
D

Makita

Li-ion 7.2V	DC07SA
-------------	--------

MSA





WARNING
DO NOT LOOSELY
INSTALL SEATBELT
ANCHORS OR
ANCHORS FOR
CHILD SEATBELT
ANCHORS.
SEE OWNER'S
MANUAL FOR
CORRECT
INSTALLATION.





Oil pressure, battery, fuel warning lights.

ABS, seatbelt warning lights.

Trunk, OFF warning lights.



ABS View

Click on tabs to access various ECU operations and information for the selected ECU.



- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details



Double-click row selection to view environmental data. Click on column heading to sort table.

- All
- Active
- Stored
- Pending

- View Freeze Frame
- View Event Data
-

ECU	Code	Status	Description
There are no DTCs present			

ABS Overview

Name: Anti Lock Brakes
 Flash Part Number: 68091115AD
 Bus Type: CAN C
 Hardware Version: 07.01
 Software Version: 07.00.04
 DTC Count: 0

Disconnect Warnings: 0 Errors: 0



Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.



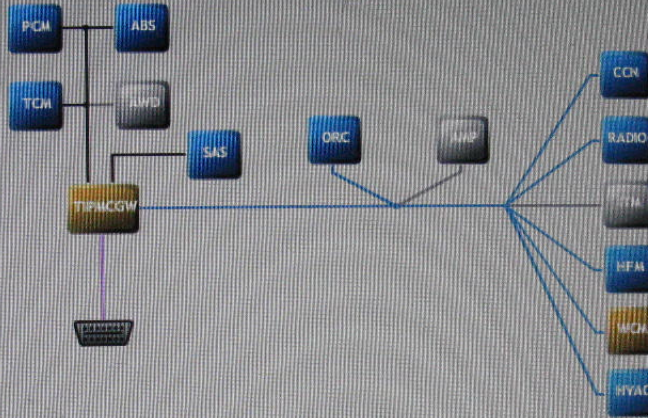
2011 MK 2.0L

VIN: 1J4NT1GA0BD270935

Battery: 11.67 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN C Bus Line
- CAN C Bus Line
- CAN B Bus Line



- All DTCs
- Diagnostic Procedures
- Customer Preferences
- Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending View Freeze Frame View Live Data Clear Stored

ECU	Code	Status	Description
TIPMGW	C1002	stored	Brake Pedal Switch 1 Circuit High
WCM	C0077	stored	Low Tire Pressure

Environmental Data

Name	Value	Units
No Data Available		

Disconnect Warnings: 0 Errors: 0

Knowledge Base Articles

Dealer Code: 6620

start

Thema via TELNET A...

wiTECH Diagnostic Ap...

ORC View

Click on tabs to access various ECU operations and information for the selected ECU.



- Flash
- Data
- DTCs**
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

- All
- Active
- Stored
- Pending
- View Freeze Frame
- View Event Data
- Clear Stored DTCs

ECU	Code	Status	Description
There are no DTCs present			

ORC Overview

Name: Occupant Restraint

Flash Part Number: 68148041AA

Bus Type: CAN B

Hardware Version: 0B.0F

Software Version: 0B.16.09

DTC Count: 0

Show: Hide Language: English (United States) VIN: 1J4NT1GA0BD270935 Submit Year: 2011 Model: MK - JEEP COMPASS/PATRIOT Engine: 2.0L 4 CYL DOHC 16V DUAL V.V.T.

Search Criteria

- Any word All words Exact phrase Quick Hits Star Online Recalls Service Bulletins Tech Tips (GPOP) Service Information Wiring (2009 and prior vehicles only) "By Number" Service Bulletins/Recalls/Star Cases

BRAKES

Search Clear Request Technical Assistance

Having difficulties obtaining the appropriate STAR technical assistance? Send email to: STARmgt@chrysler.com

Star Online Results 1 - 1 for BRAKES

K32255164 MTS 4100 NVH Analyzer update downloads .When the MTS 4100 NVH Analyzer is not up to date.

Recalls No Results found for BRAKES

Your search - BRAKES - did not match any Recall documents .

Service Bulletins No Results found for BRAKES

Your search - BRAKES - did not match any Service Bulletin documents .

Tech Tips (GPOP) No Results found for BRAKES

Your search - BRAKES - did not match any Tech Tips(GPOP) documents .

Top

Technical Assistance and Engine Diagnostic Reports

Dealer Code: 68930

Select tab for 2011 MK - JEEP COMPASS/PATRIOT 2.0L 4 CYL DOHC 16V DUAL V.V.T. and for VIN: 1J4NT1GA0BD270935

Trusted sites

100%



ORC View

Click on tabs to access various ECU operations and information for the selected ECU.

Search Service Information



- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Double-click row selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop row or multiple row selections to re-order table elements.

ORC Overview

Name: Occupant Restraint
Flash Part Number: 68148041AA
Bus Type: CAN B
Hardware Version: OB.0F
Software Version: OB.16.09
DTC Count: 0

Graph	Name	Value	Unit	Type	Show Graph
<input type="checkbox"/>	Ignition Voltage	11.67	Volts	Sensors	
<input type="checkbox"/>	Occupant Detection Status	Unoccupied		Sensors	
<input type="checkbox"/>	Passenger Seat Belt Switch Status	Not Fastened		Bussed Output	
<input type="checkbox"/>	Driver Seat Belt Switch Status	Signal Not Avail		Bussed Output	
<input type="checkbox"/>	Passenger Airbag Disable Lamp/Indicator Request	Off		Bussed Output	
<input type="checkbox"/>	Occupant Detection Status	Unoccupied		Bussed Output	
<input type="checkbox"/>	Passenger Airbag Status	Enabled		Bussed Output	
<input type="checkbox"/>	ECU Voltage Source	12.0	Volts	Bussed Input	
<input type="checkbox"/>	Airbag Lamp (SRS Indicator) Status	Lamp Off		Bussed Input	
<input type="checkbox"/>	Passenger Airbag Disable Switch Present	False		Bussed Input	
<input type="checkbox"/>	Ignition Switch Status	Ignition Run		Bussed Input	
<input type="checkbox"/>	System Voltage	12.0	Volts	Bussed Input	
<input type="checkbox"/>	Vehicle Speed	0.0	MPH	Bussed Input	
<input type="checkbox"/>	IOD Fuse Status	Fuse In		Bussed Input	

ORC Overview

Name:	Occupant Restraint
Flash Part Number:	68148041AA
Bus Type:	CAN B
Hardware Version:	0B.0F
Software Version:	0B.16.09
DTC Count:	0



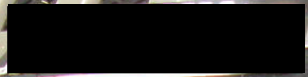




ROTARY LIFT
Rotary

ROTARY LIFT

13





51 SPIRE L0M111

FIRE
↓

FIRE
↓

FIRE
↓

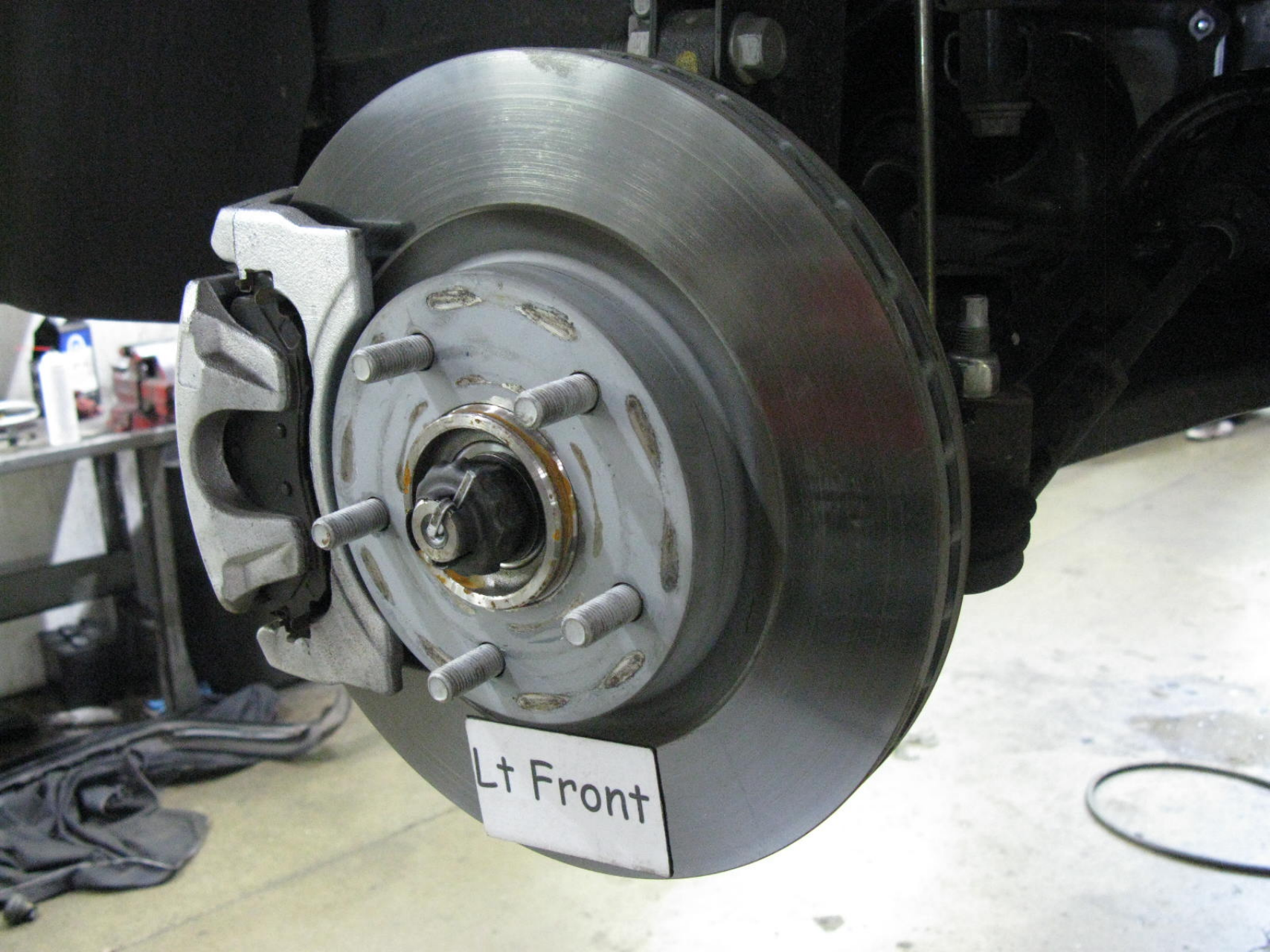


13

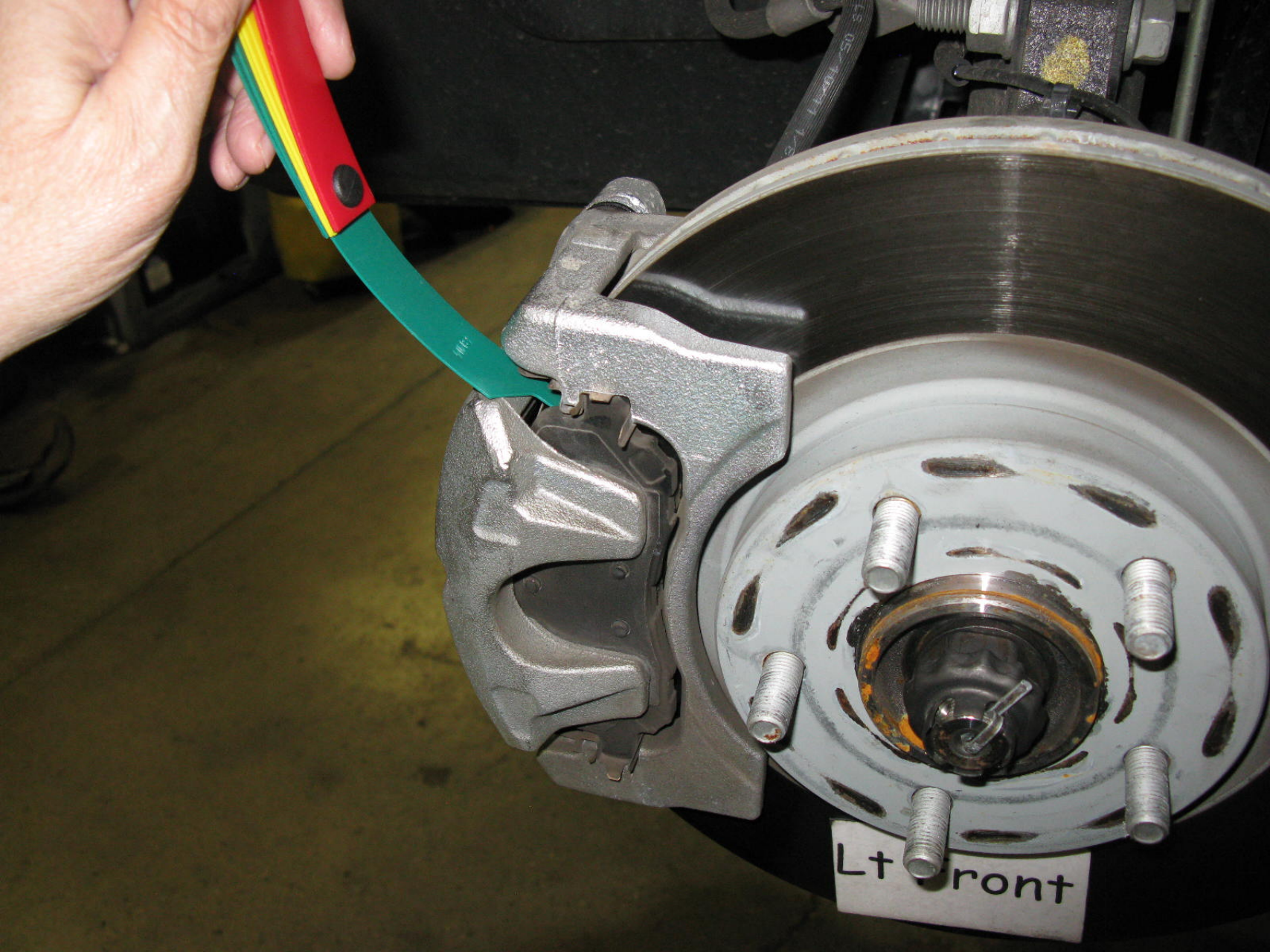
CAPACITY 15000 LBS.

3 Brake 100N110





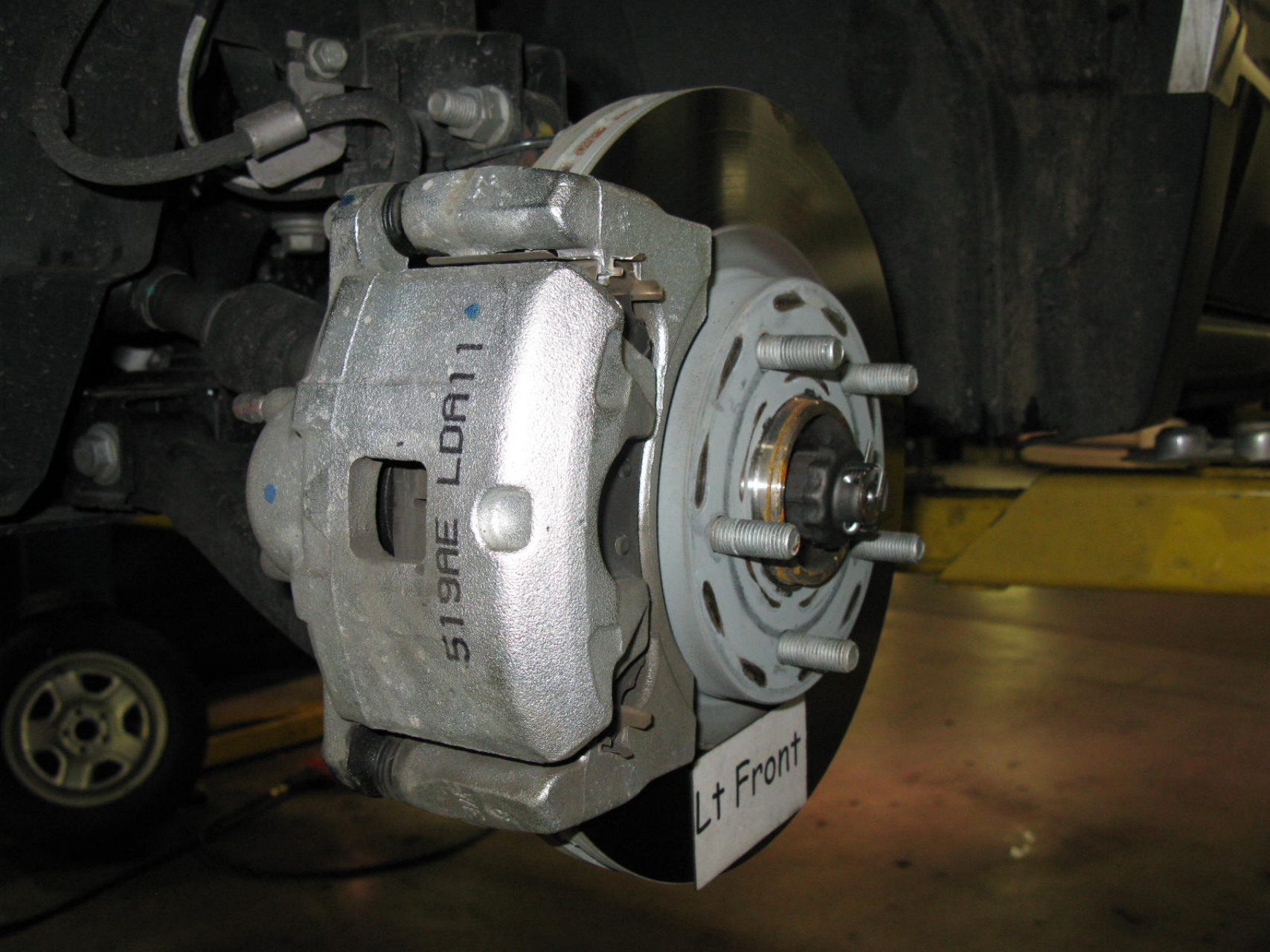
Lt Front



Lt front

519AE L0A11

Lt Front

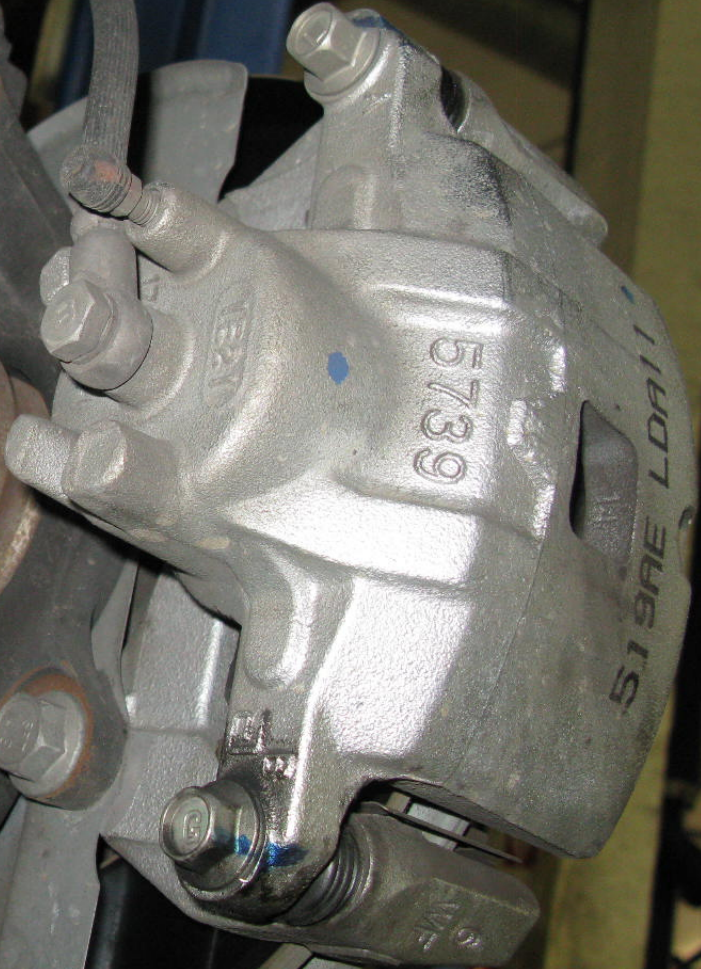




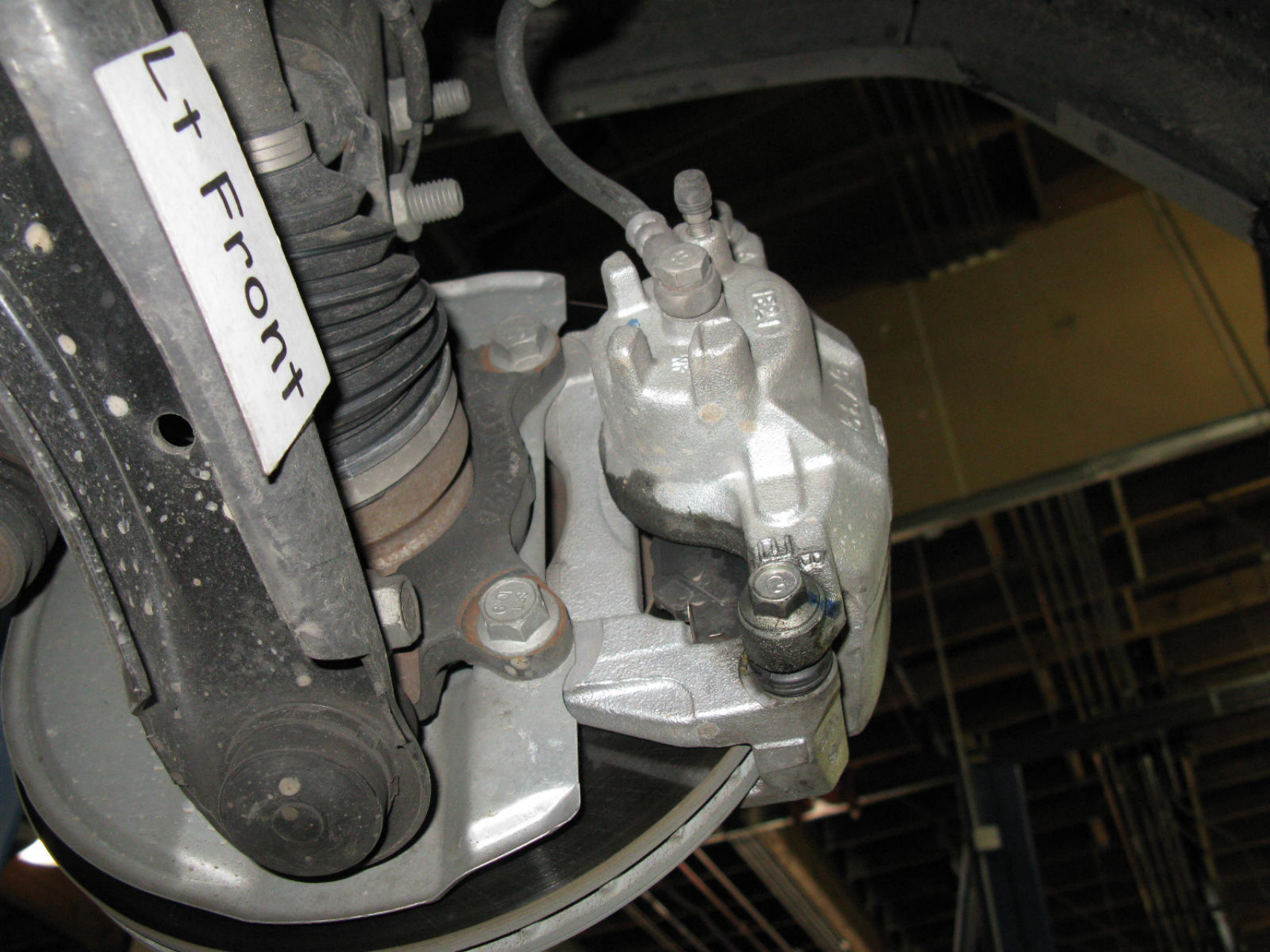
A close-up photograph of a vehicle's front suspension assembly. The image shows a dark, metallic frame with various components. A prominent vertical cylindrical part, likely a shock absorber or coil spring, is on the right. A white rectangular label with the text "Lt Front" is attached to this part. To the left, a braided metal line is connected to a metal fitting. Several bolts and nuts are visible, securing the components. The overall appearance is that of a well-used, possibly older, vehicle.

Lt Front

Lt Front

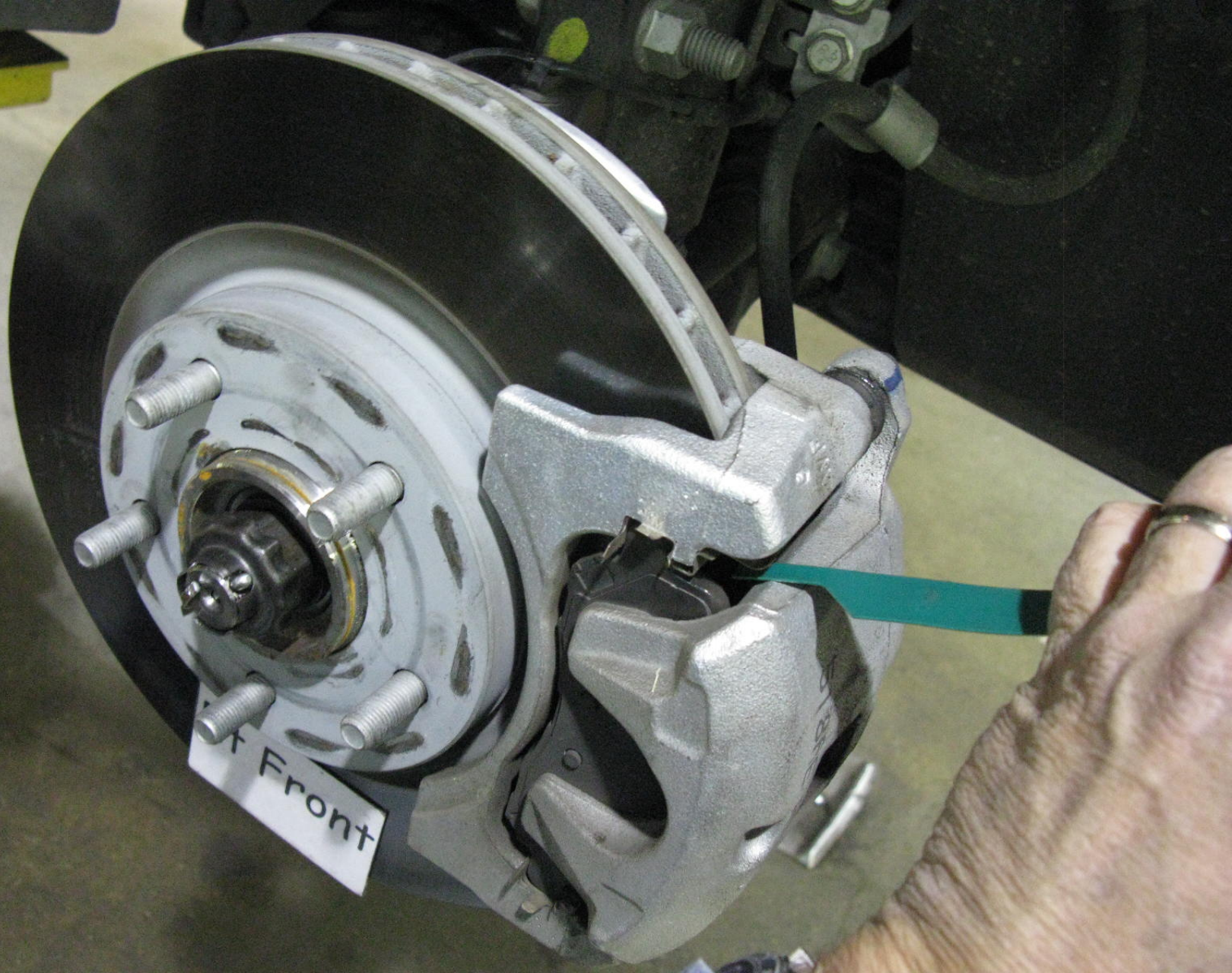


Lt Front





Rt Front



Front

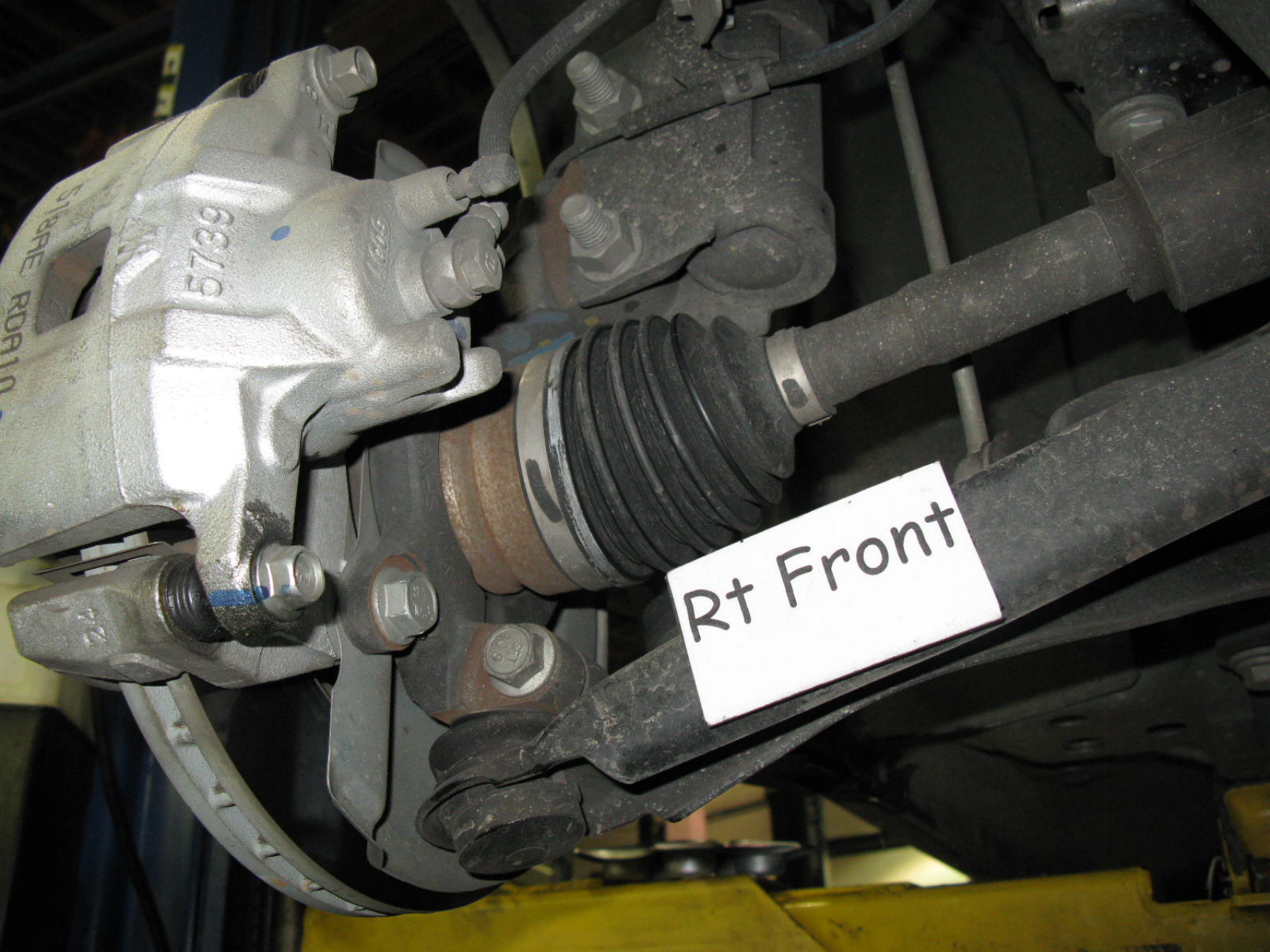


51 8AE RDA10

Rt Front

Rt Front



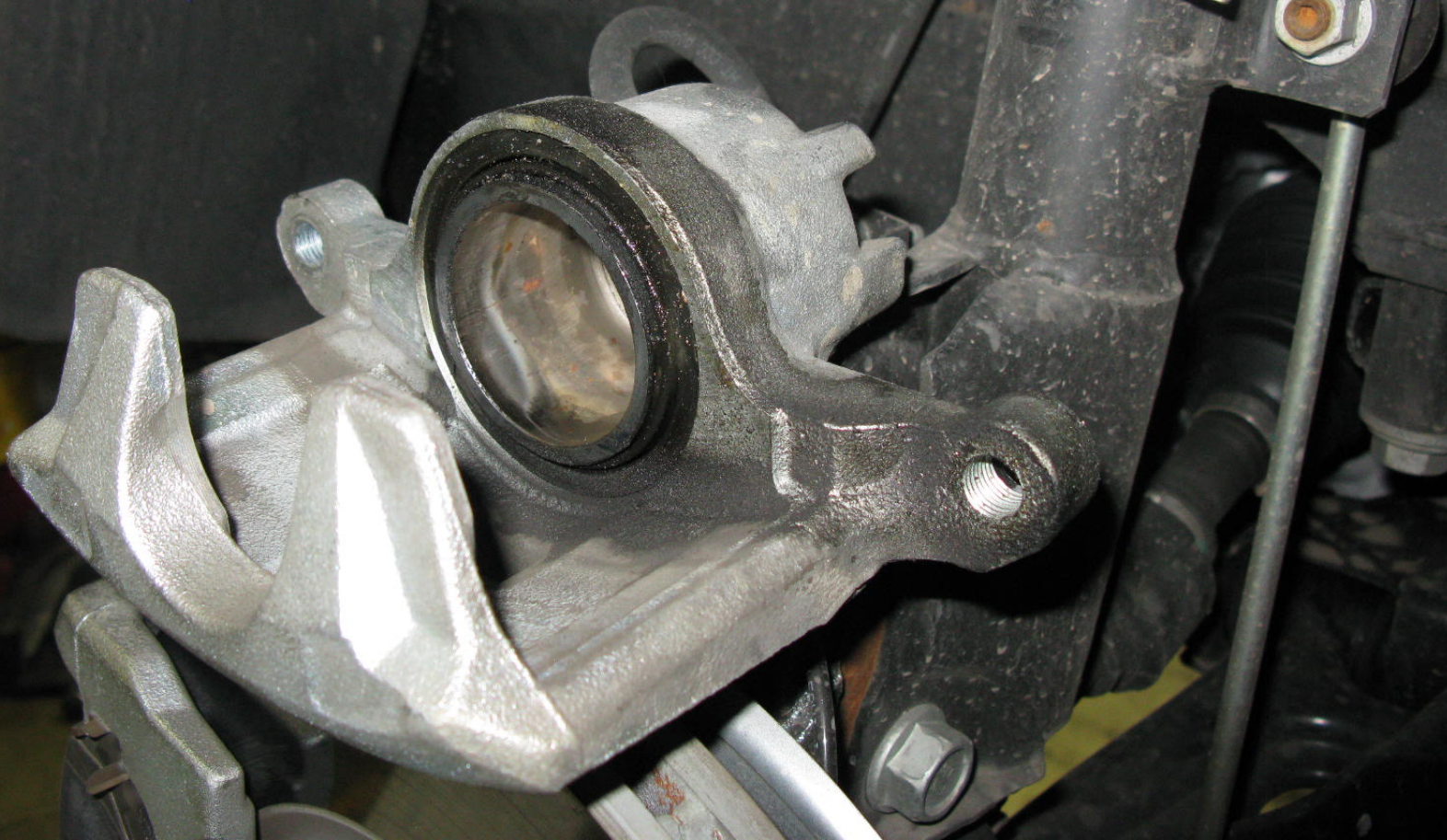


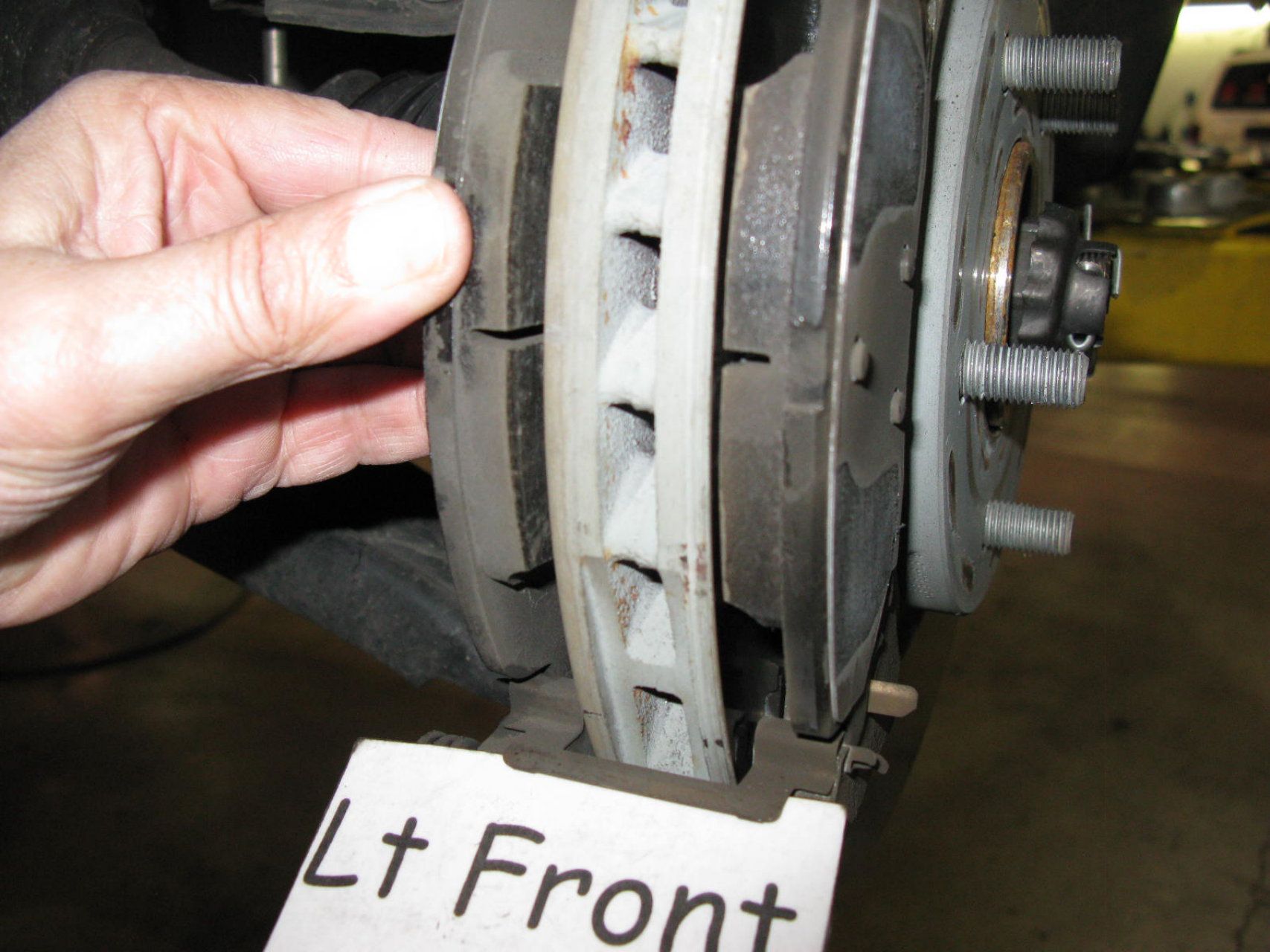
Rt Front

Rt Front



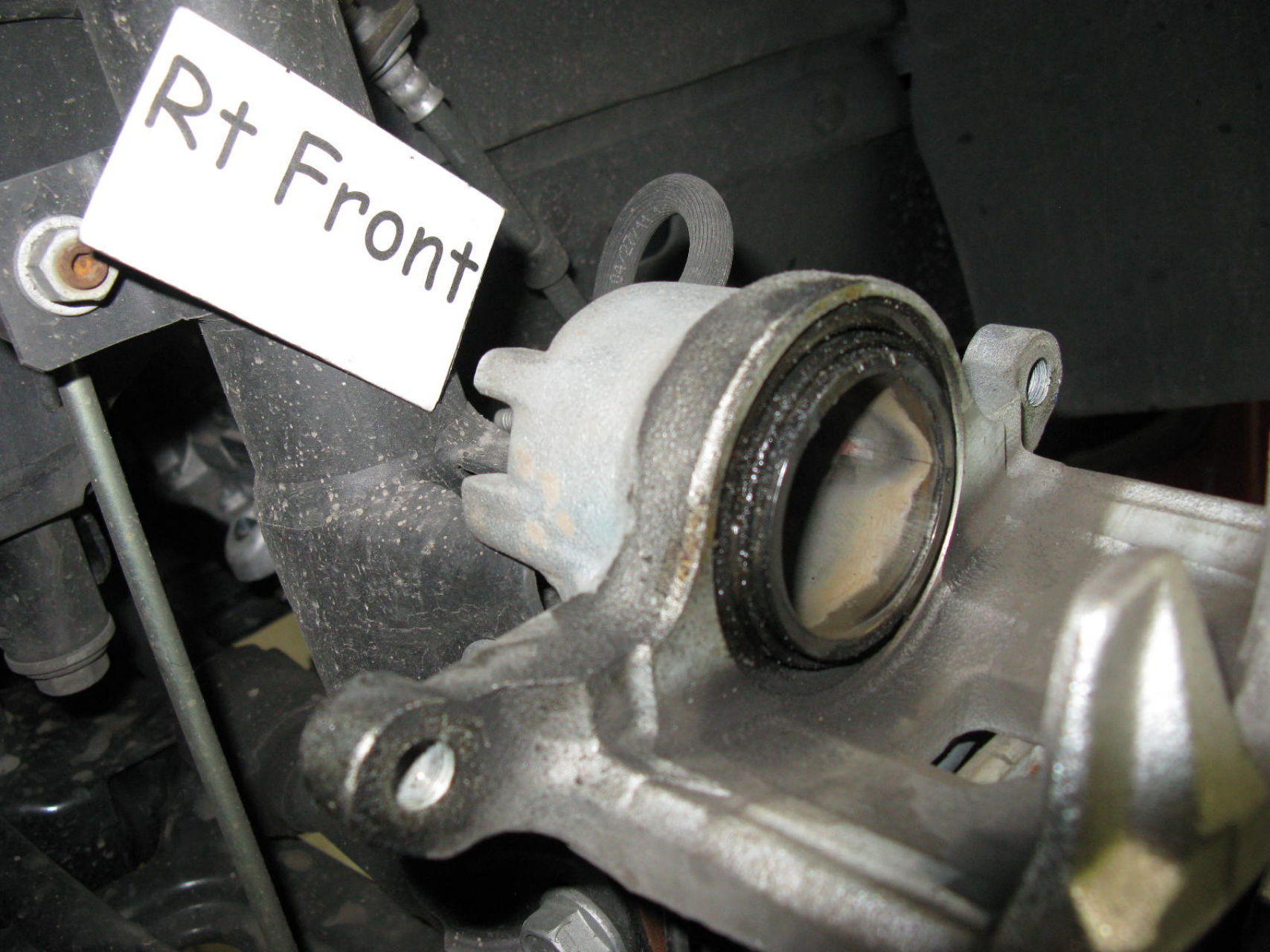
Lt Front

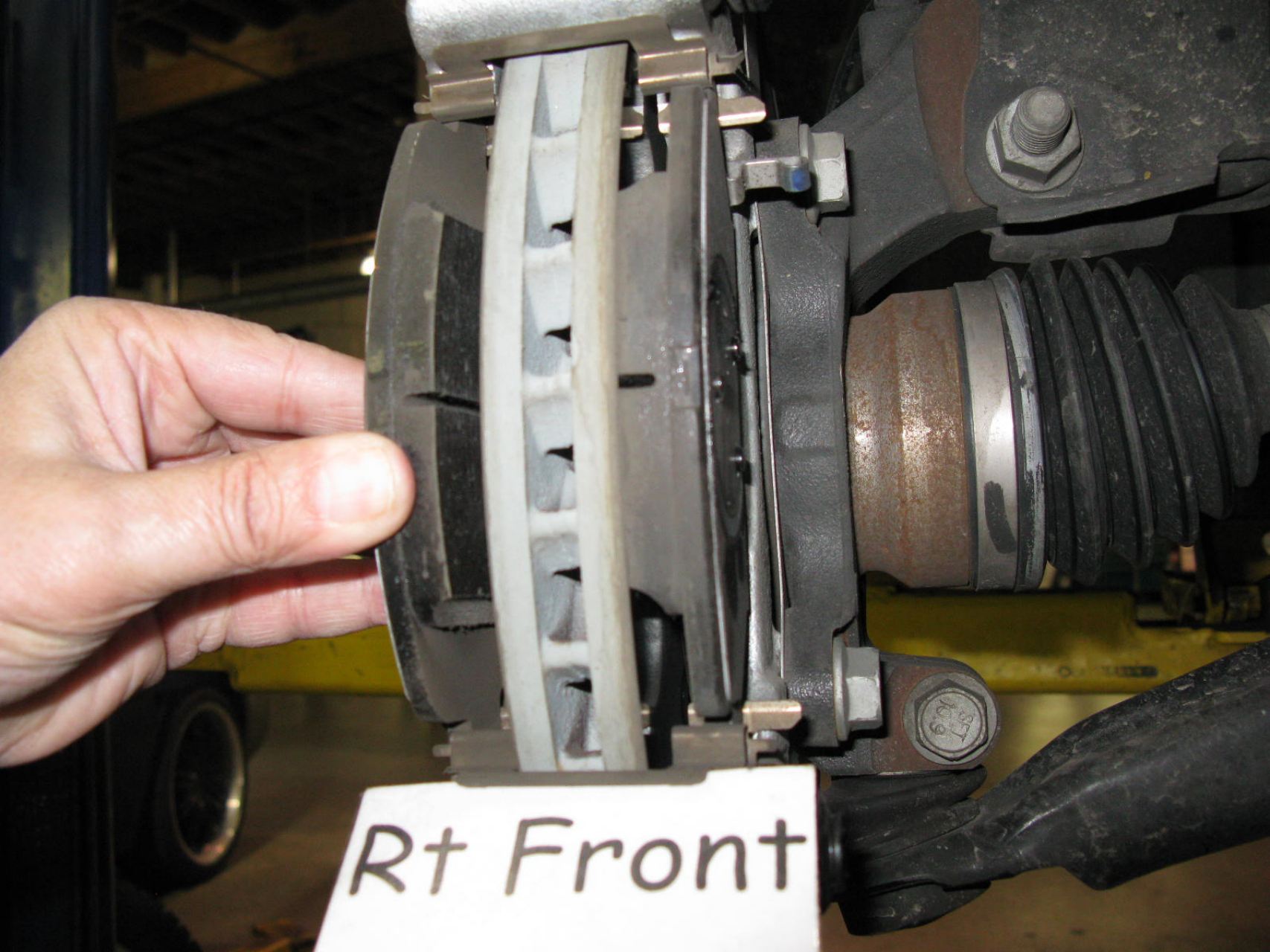





Lt Front

Rt Front





Rt Front

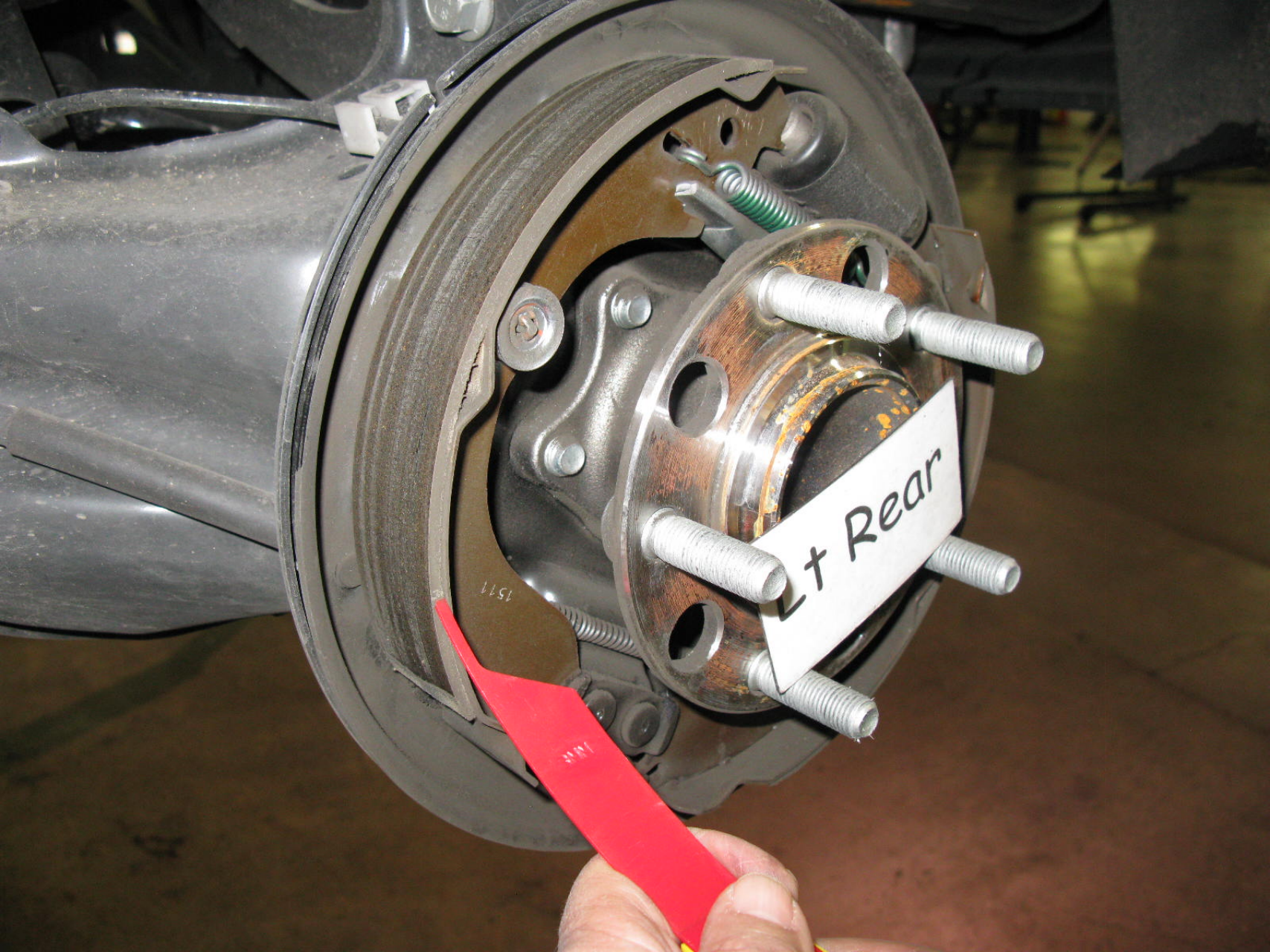


Lt Rear

The image shows a metal brake rotor, likely from a vehicle. The rotor has a central hub with four mounting holes. A white rectangular label is placed in the center of the rotor, with the text "Lt Rear" written on it in black marker. The rotor surface shows signs of wear and discoloration. In the background, some mechanical parts of a vehicle are visible, including a green-painted metal component.



Lt Rear



Lt Rear

1511

1511

A close-up photograph of a vehicle's rear suspension system. The image shows a dark, metallic frame with various components including a coil spring, a shock absorber, and a control arm. A white rectangular label is placed in the lower right foreground, with the text "Lt Rear" written on it in black marker. The background is dark and shows more of the vehicle's undercarriage.

Lt Rear

A close-up photograph of a vehicle's rear suspension system. The image shows a dark, metallic control arm or subframe component. A white rectangular label with the handwritten text "Lt Rear" is attached to the center of the component. To the left, a curved metal fender or splash guard is visible. Above the main component, there is a hexagonal bolt. To the right, a portion of a wheel hub and tire is visible. The background is dark and out of focus, showing some structural elements of a garage or workshop.

Lt Rear

Lt Rear



05110 895A
895A
11655

Rt Rear





Rt Rear



P05105073HI



TFGBB2001C5251

Rt Rear

Rt Rear

A close-up photograph of a vehicle's rear suspension system. The image shows various components including a control arm, a coil spring, and a shock absorber. A white rectangular label with the handwritten text "Rt Rear" is placed in the lower right quadrant of the image. The background is dark and shows the underside of the vehicle's chassis.

Rt Rear

A close-up photograph of a metal brake drum, likely from a vehicle. The drum is dark grey and shows signs of wear, including some rust and discoloration. It has a central hub with four mounting holes. A white rectangular label is placed on the inner surface of the drum, with the text "Rt Rear" written in black marker. The background is slightly out of focus, showing a blue object on the left and a yellow object on the right.

Rt Rear



⚠ WARNING

EVEN WITH ADVANCED AIR BAGS



- CHILD SEAT MUST BE VEHICULARLY SEATED IN THE REAR SEAT
- THE SEAT BELT IN THE SAFETY SEAT MUST BE PROPERLY FASTENED
- NEVER PUT A SEATING CHILD SEAT IN THE FRONT
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS

©2011 GM



3COM

TRES
L.S. SCHWAB

WARNING: HIGHER ROLL OVER RISK

AVOID ABRUPT MANEUVERS AND EXCESSIVE SPEED.
ALWAYS BUCKLE UP.
SEE DRIVER'S MANUAL FOR FURTHER INFORMATION.



80081154AB

WARNING

OPEN WITH ADVANCED AIR BAGS

- AIR BAGS CAN INFLATE FOR UNEXPECTED REASONS. FOR AIR BAG PROTECTION, ALWAYS WEAR YOUR SEAT BELT.
- AIR BAGS CAN INFLATE WITHOUT WARNING. ALWAYS WEAR YOUR SEAT BELT.
- AIR BAGS CAN INFLATE WITHOUT WARNING. ALWAYS WEAR YOUR SEAT BELT.





Jeep

6338

STOP

RESET

TO

OFF

RES

+

SET

CANCEL

WEEK

SEEK

☎

INFO

FM

PUSH ON

AM/FM

SEEK

PRESET

SEEK

PRESET

PRESET

PRESET

PRESET

PRESET

A/C

OFF

ON

OFF

P

R

N

D

-/+

RESUME

OFF

ON

OFF

ON

COMPACT

DISC

DISC

DISC

DISC

DISC

DISC

DISC

DISC

SPS
AT&T

Card Reader Cleaning Card Model 230

This Professional Cleaning Card is designed to clean
your card reader. It is made of a special material that
will remove dirt, dust, lint, and other contaminants from
the card reader's contact points. It is safe to use on
all types of card readers.

- Use on:**
- All card readers
 - All types of cards
 - All types of printers
 - All types of terminals

- IBM 4860
- IBM 4861
- IBM 4862
- IBM 4863
- IBM 4864
- IBM 4865
- IBM 4866
- IBM 4867
- IBM 4868
- IBM 4869
- IBM 4870
- IBM 4871
- IBM 4872
- IBM 4873
- IBM 4874
- IBM 4875
- IBM 4876
- IBM 4877
- IBM 4878
- IBM 4879
- IBM 4880
- IBM 4881
- IBM 4882
- IBM 4883
- IBM 4884
- IBM 4885
- IBM 4886
- IBM 4887
- IBM 4888
- IBM 4889
- IBM 4890
- IBM 4891
- IBM 4892
- IBM 4893
- IBM 4894
- IBM 4895
- IBM 4896
- IBM 4897
- IBM 4898
- IBM 4899



TT03338320



SRS
AIRBAG

20408595

Jill Signorello

From: Paul Alcala
Sent: Thursday, February 10, 2011 2:05 PM
To: Nate Igielinski
Cc: Rick Thornton; Jill Signorello; Bryan Zvibleman
Subject: FW: Please help, as per our phone conversation a few minutes ago

Nate,

Can we handle from AH.

Thank you,

Paul

From: Bryan Zvibleman
Sent: Thursday, February 10, 2011 12:52 PM
To: Paul Alcala
Subject: Fw: Please help, as per our phone conversation a few minutes ago

Paul, can someone on your team please contact this customer? Thanks.

Bryan

From: [REDACTED]
To: Bryan Zvibleman
Sent: Thu Feb 10 11:41:07 2011
Subject: Please help, as per our phone conversation a few minutes ago

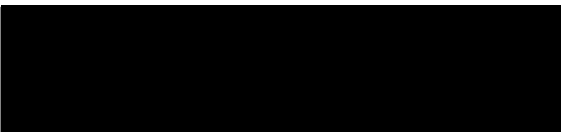
Dear Mr. Zvibleman:

Thank you for talking to me over the phone a few minutes ago. I'm writing to ask you for your advice.

I bought a brand new Jeep Patriot 2011 a few days ago. After driving it for 27 miles and 12 hours after the purchase, the Jeep died and would not start. I had it towed to the dealer and was told that it would take 4 days to get fixed. I begged the dealer to give me a replacement as the car I bought is defective, but they refused. The next day they decided to replace the defective Jeep with another one, but wants me to pay an additional \$300 for documentation fee.

I was planning on going to pay for it but all my family and friends, who are long time loyal customers of Chrysler suggest that I ask for your advice. I am on my way to the dealer to pick up the replacement Jeep now because I am afraid that they will change their mind, but everyone is telling me to NOT pay any more money, and ask for your advice, so please HELP!

Thank you for your time!



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of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.

RECEIVED DATE:

3/10/11

POSTED DATE:

3/7/11

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

000 000 00

CAIR

20487595

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

STATE OF COLORADO
Dealer's Bill of Sale for a Motor Vehicle

PREVIOUS BILL OF SALE NUMBER

No. 759169

ANY ALTERATION OR ERASURE VOIDS THIS DOCUMENT

PRINT NAME OF LICENSED COLORADO DEALER PRESTIGE CHRYSLER DODGE JEEP INC		PRINT DEALER NUMBER 0193			
STREET ADDRESS 200 ALPINE ST		CITY LONGMONT	STATE CO	ZIP CODE 80501-6033	
VEHICLE IDENTIFICATION NUMBER (VIN) 1J4NF1GBXB1 [REDACTED]		YEAR 2011	MAKE JEEP	BODY UT	MODEL PATRIOT
FUEL TYPE (CHECK ONE) <input checked="" type="checkbox"/> GAS <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> OTHER		STATUS OF VEHICLE (CHECK ONE) <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED		MANUFACTURER'S SUGGESTED RETAIL PRICE (NEW VEHICLES ONLY) \$ N/A	
SELL, ASSIGN, AND CONSIGN TO	BUYER(S) PRINTED NAME(S) ARTURO S PONCE			DATE OF SALE 07/12/2011	

ODOMETER DISCLOSURE STATEMENT

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

THE ABOVE NAMED DEALER STATES THAT THE ODOMETER NOW READS (NO TENTHS OF MILES): 20 AND:

- THE ODOMETER READING IS THE ACTUAL MILEAGE OF THE VEHICLE.
- THE MILEAGE STATED IS IN EXCESS OF ITS MECHANICAL LIMITS.
- THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. - WARNING - ODOMETER DISCREPANCY

DEALER AFFIRMS, UNDER PENALTY OF PERJURY, THAT THE ABOVE FACTS ARE TRUE AND CORRECT TO THE BEST OF THEIR KNOWLEDGE. BUYER'S SIGNATURE BELOW ACKNOWLEDGES TRANSFER OF OWNERSHIP AND RECEIPT OF ODOMETER STATEMENT.

DATE OF STATEMENT

07/12/2011

DEALER'S AGENT HAND PRINTED NAME [REDACTED]	DEALER'S AGENT SIGNATURE X	
BUYERS HAND PRINTED NAME (1) ARTURO S PONCE	BUYERS HAND PRINTED NAME (2) [REDACTED]	
[REDACTED]	BUYERS SIGNATURE (2) X	
CITY LONGMONT	STATE CO	ZIP CODE [REDACTED]
AUCTION NAME (when applicable)	DATE	LICENSE NUMBER

ORIGINAL: WITH TITLE

COPY: BUYER RECORD

COPY: DEALER RECORD

CASE: 20487595 request for reimbursement of road service for ARTURO S Ponce 2011 Jeep Patriot. receipt for tow service and vin #

[REDACTED]
Longmont, Co
[REDACTED]

LOT #
 []
 CASE #
 204875 95



PUC #
 T-03692

Transportation, LLC.
 P.O. Box 40381 Grand Junction, CO 81504
 (970) 242-8300 • (970) 858-3324

DATE: 2/21/11 - AGENCY: Dash

PO# [] DISPATCH CALL # 25470

MEM [] POLICY # []

NAME [] CALL BACK # []

STREET []

CITY		AGENT'S NAME			
YEAR AND MAKE	MODEL	COLOR	LICENSE NUMBER		
01 Jeep	Patriot	White			
ODO	V.I.N.				

LOCATION OF PICKUP 1-70 E

TAKEN TO []

SERVICE PERFORMED []

NOTES

dash # 048422		BASE RATE	65 ⁰⁰
		EN ROUTE MILES	12 126 ⁰⁰
		TOW MILES	
		OTHER	
IN ROUTE TIME 4:15	<input type="checkbox"/> AM <input type="checkbox"/> PM	BEGINNING MILEAGE 87499	
ON SCENE TIME	<input type="checkbox"/> AM <input type="checkbox"/> PM	ON SCENE MILEAGE 87541	gas 15 ⁰⁰
CLEAR TIME	<input type="checkbox"/> AM <input type="checkbox"/> PM	END MILEAGE	
CLEAR TIME	<input type="checkbox"/> AM <input type="checkbox"/> PM	RETURN MILEAGE	
DRIVER []	TRUCK # []		
DAMAGE RELEASE			
I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE OR CONTRACTED AUTO CLUB RESPONSIBLE FOR SUCH DAMAGE.			
PAY DI []		STORAGE	
		TOTAL	206 ⁰⁰
[]		CHECK #	
[]		CASH	
[]		CHARGE	

SIGNED

12844

NOTICE OF REQUIREMENT TO PROVIDE INSURANCE

B [REDACTED]		POLICYHOLDER'S NAME (IF DIFFERENT THAN BUYER)	
[REDACTED] LONGMONT CO		STREET ADDRESS, CITY, STATE, ZIP	
HOME PHONE NO. AREA CODE [REDACTED]		HOME PHONE NO. AREA CODE ()	
INSURANCE AGENT (CONTACT PERSON)		INSURANCE COMPANY	
[REDACTED]		ALLIED PROPERTY	
STREET ADDRESS, CITY, STATE, ZIP		POLICY NO. [REDACTED]	
PHONE NO. AREA CODE [REDACTED]		EFFECTIVE DATE	EXPIRATION DATE
		02/05/2011	02/05/2012
YEAR	2011	MAKE	MODEL
		JEEP	PATRIOT
		VIN	1JANF1GBXB [REDACTED]

I have recently financed the purchase of a motor vehicle with _____ which
among other things, the following:

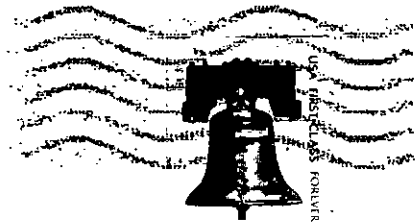
[Redacted]

Longmont, Co

[Redacted]

DENVER CO SDZ

POSTAGE WILL BE PAID BY ADDRESSEE



Attn: reimbursement



CHRYSLER CUSTOMER SERVICE CENTER

P.O. Box 21-8004

AUBURN HILLS, MI

48321

48321+0021



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jun 09 19:35:12 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Purchased car 12/30/2010, worked fine untill last week of
Comments:

May,car will come to a stop by itself, engine is on, gas pedal is
pressed
but car will stop itself? Have to put in park, turn vehicle off and
on to
get it to go when this happens, has occured 4 times in last 10
days,Dealer
could find nothing wrong 1st visit(they did PCM update-?), when it
happened
again this week, took back to dealer, they currently have vehicle. I
am not
happy about a 5 month old car that will stop itself, what if I have
an
accident because if this? I would like someone to contact me from
JEEP,please

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Jun 11 12:08:18 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Your email was reviewed by Customer Care for Jeep® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one (1) business day.

We appreciate the time and effort you took to tell us of your concern with our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

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

Thanks again for your email.

Sincerely,

Nick

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 20961786

EMAIL CASE NUMBER: 2591883

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7373952V8498L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Purchased car 12/30/2010, worked fine untill last week of

Comments:

May, car will come to a stop by itself, engine is on, gas pedal is pressed

but car will stop itself? Have to put in park, turn vehicle off and on to

get it to go when this happens, has occured 4 times in last 10 days, Dealer

could find nothing wrong 1st visit (they did PCM update-?), when it happened

again this week, took back to dealer, they currently have vehicle. I am not

happy about a 5 month old car that will stop itself, what if I have

an
accident because if this? I would like someone to contact me from
JEEP, please

VIN:

BI [REDACTED]

Mileage:

2702

Servicing Dealer:

Brewbaker Dodge

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City:

Montgomery

State:

AL

Zip:

Email: [REDACTED]

Work Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jun 17 15:49:42 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

New Vehicle Complaint

Comments:

To whom it may concern,

My name is [REDACTED] I am currently stationed in Aviano Italy for the United States Air Force. I am currently 4 months pregnant and thought what better vehicle to get for my first family car than a 2011 Jeep Patriot. Funny thing is the day after I picked up the vehicle from our base exchange that has them shipped over to us while we are over seas it didnt work. I hoped that it was just a little glitch in the system because not but 20 min. later it started right up. Drove like a champ all day loved it the smooth ride perfect vehicle considering I had a 2010 Jeep wrangler 4x4 Rubicon in the states at my parents house since I had to leave for over seas. But day two lovly morning but once again vehicle didnt start causing a lot of problems when your a cop and you have to be at work for a appointment that you can not reschedule. Not only did I recieve a Jeep that did not work properly it put me at a very unsatisfied position. To love Jeeps and purches my own with out my parents for the first time and to pick a vehicle that I would believe would be safe for not only me but for a vehicle I would think I could rely on when ever I have my baby really upsets me. This is not a letter to be mad and angry at Jeep but to inform that for a vehicle to be shipped over seas to a military member that does not live anywhere near the base for the member to be pregnant and cant even get the car to start while jumping it for myself to have medical appointments that I have to call and cancel because I can not get my vehicle to start is a very big problem. I had a 1993 BMW 5 series that was a piece of crap and I junked it for a brand new Jeep that well I should have just kept the BMW when this issue had happened. I currently do not know the status of my Jeep I do know that it is a problem with the mechanics and most likly will have to have them shipped over seas to Italy just to be fixed. I dont know if anybody else can see the issue that is

going on but I personally do not believe that the Jeep should have been released to over seas nor should anybody have to deal with this problem what so ever with a new vehicle at all! Thank you for you time.



Sender Information:

Title: Miss
First Name: [Redacted]
Middle Initial: [Redacted]
Last Name: [Redacted]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Jun 18 13:35:35 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Ms. [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was received by the Chrysler Customer Assistance Center that addresses issues with vehicles currently in the United States. We recommend that you contact our Military Sales/Service office in Europe by calling 49-6173-704256 or contact them at custserv@militarycars.com. That Center is staffed with trained professionals, ready to address your concerns.

Thanks again for your email.

Sincerely,

Teresa
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21001041
EMAIL CASE NUMBER: 2594675
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7382064V18535L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

New Vehicle Compliant

Comments:

To whom it may concern, My name is [REDACTED] I am currently stationed

in Aviano Italy for the United States Air Force. I am currently 4 months

pregnant and thought what better vehicle to get for my first family car

than a 2011 Jeep Patriot. Funny thing is the day after I picked up the

vehicle from our base exchange that has them shipped over to us while we

are over seas it didnt work. I hoped that it was just a little glitch in

the system because not but 20 min. later it started right up. Drove like a

champ all day loved it the smooth ride perfect vehicle considering I had a

2010 Jeep wrangler 4x4 Rubicon in the states at my parents house since I

had to leave for over seas. But day two lovely morning but once again vehicle didnt start causing a lot of problems when your a cop and you have

to be at work for a appointment that you can not reschedule. Not only did I

recieve a Jeep that did not work properly it put me at a very unsatisfied

position. To love Jeeps and purches my own with out my parents for the first time and to pick a vehicle that I would believe would be safe for not only me but for a vehicle I would think I could rely on when ever I have my baby really upsets me. This is not a letter to be mad and angry at Jeep but to inform that for a vehicle to be shipped over seas to a military member that does not live anywhere near the base for the member to be pregnant and cant even get the car to start while jumping it for myself to have medical appointments that I have to call and cancel because I can not get my vehicle to start is a very big problem. I had a 1993 BMW 5 series that was a piece of crap and I junked it for a brand new Jeep that well I should have just kept the BMW when this issue had happened. I currently do not know the status of my Jeep I do know that it is a problem with the mechanics and most likly will have to have them shipped over seas to Italy just to be fixed. I dont know if anybody else can see the issue that is going on but I personly do not believe that the Jeep should have been released to over seas nor should anybody have to deal with this problem what so ever with a new vehicle at all! Thank you for you time.
Lainey
Nantz

VIN: [REDACTED]
Mileage: 150
Servicing Dealer: Base Exchange
Title: Miss
First Name: [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address 2 [REDACTED]
City: Graham
State: TX
Zip: [REDACTED]
Email: [REDACTED]
Work P [REDACTED]

**Send To: DaimlerChrysler Customer Assistance Center
Typist/Transcriber
P.O. Box 21-8004
Auburn Hills, MI 48321-8004**

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: [REDACTED]

Dollar Amount \$: 1006.20

Customer Name: [REDACTED]

Requestor PROFS ID: PPF

CAIR Number: 21116544

VIN# Number: BD [REDACTED]

Dealer Name & Code: #32 - 66689

BC Number: 32

District Number: G

PAYMT. NO.

ACCOUNT NUMBER

DUE DATE AMOUNT DUE

1
[REDACTED]

MAY 09 - 11 \$503.10

ON OR AFTER THIS DATE PAY THIS AMOUNT

MAY 20 - 11 \$543.35

**IF YOU HAVE ANY QUESTIONS ABOUT YOUR
ACCOUNT PLEASE CONTACT CUSTOMER SERVICE
AT 1-800-836-0853
TD BANK
OPERATIONS CENTER
P O BOX 8400
LEWISTON ME 04243-8400**

TOTAL REMITTED	
-------------------	--

COUPON MUST ACCOMPANY PAYMENT

[REDACTED]

07/12/2011
16:01:21

SUMMARY HISTORY DISPLAY

3030

PAGE 1

CUSTOMER NAME

SERIAL NO. 1J4NF1GB6BD

TOTAL R/O'S

5

TOTAL SERV. DAYS

35

MAKE JE JEEP

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION....
1	117463	06/23/2011	4291	A			0665	
				T			0021	1 W 25CHZ EMISSIONS
				T			7827	
2	115942	05/26/2011	3930	A			0665	
				T			7827	1 W 18CHZZSTARTSTAL CHECK STARTS&STA
				T			7827	2 W 21CHZ TRANSAXLE
3	114039	04/21/2011	2453	A			0665	
				T			0021	1 W 18CHZZSTARTSTAL CHECK STARTS&STA
4	113657	04/15/2011	1542	A			0665	
				T			0021	1 W 18CHZZSTARTSTAL CHECK STARTS&STA
				T			6631	
				T			0021	2 W 40CHZZRE/ST RENTAL
				T			0021	3 C 50CHZZ-20-POINT 20-POINT INSPECT
5	112543	03/25/2011	5	A			0387	
				T			5291	1 I 38CHZ1 MISCELLANIOUS
				T			5291	2 I 38CHZAGAS GAS VEHICLE
				T			5291	3 I 38CHZZPDIRECK P.D.I.RECHECK

16:30:53 Friday, July 15, 2011

SSZ1600T
CMD:

Customer Assistance System
Check Screen

07/15/11 U26T4B15
16:30:49
Password:

AC: [REDACTED] CAIR: 21116544 32 Check #: St: A Ck 01 OF 01
Vin: 1J4NF1GB6BD [REDACTED] Cust: OLSEN Category: P Mail: X
Payee: MS [REDACTED]

Address1:
Address2:

City/ST/Zip: PARK RIDGE

NJ [REDACTED]

Country: USA

Submitted :

Warr. Total: 1,906.60

Approved : 071511 163049 PPF

32

CAIR Total: 0.00

Sent to CAP :

Cumm. Total: 1,906.60

ISSUE Date :

Void :

Current Check Total: 1,006.20

Reason Code Description 01 of 01
E-Reimbursement

Emotion Amount

3 1,006.20

0.00

0.00

F13=InfoLkup F14=Primary

F15=

F16=VIN/CAIR F17=

F18=AltFkey

F19=Reprchse F20=

F21=

F22=

F23=

F24=Print

Check has been approved

SSZ1520T
Cmd: _____

Customer Assistance System
General Narrative Screen

07/15/11 U26T4B15
16:31:04
Password:

AC/ CAIR: 21116544 32 CUST: OLSEN LINE 001 OF 011

001 Customer complained of a stalling concern. Vehicle had been in and out
002 of the dealer and kept for several weeks at a time for road testing
003 purposes to try to duplicate a stall. Dealer did duplicate it during 1
004 visit but not other visits. Before the last repair (cannister filter)
005 was performed, the customer refused to pick up her vehicle...during that
006 time, the tech advisor suggested replacing the cannister. Customer had
007 been renting a vehicle on her own during this time. Vehicle was down
008 during repairs for 36 days and longer if you count the time the customer
009 refused to pick it up. Customer alledges \$1,000 in rental expense.
010 Writer agreed to reimburse 2 months car payments of 503.10 each or
011 \$1,006.20. ppf.

F13=InfoLkp F14=Primary F15=SeCond F16=ReasNarr F17= F18=AltFkeys
F19=Check F20=VehOwn F21= F22= F23= F24=
Database at end -- no further data available

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jul 24 16:18:02 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Problem with power loss

Comments:

About 2 weeks ago, I lost power when turning a corner near my home.
The
dealer checked it out and couldn't find anything wrong. Then it
happened
again today. What is the problem? ETC perhaps?

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jul 25 11:14:19 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2011 Patriot.

I am sorry to learn of the problems you have encountered with your vehicles power. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

Thanks again for your email, Mary Anne.

Sincerely,

Jeff

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 21150009

EMAIL CASE NUMBER: 2606424

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7418839V6859L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Problem with power loss

Comments:

About 2 weeks ago, I lost power when turning a corner near my home. The

dealer checked it out and couldn't find anything wrong. Then it happened

again today. What is the problem? ETC perhaps?

VIN:

BI [REDACTED]

Mileage:

1770

Servicing Dealer:

Univertsity Dodge

Title:

First Name:

Middle Initial:

Last Name:

Address:



Address 2:

City:

Weston

State:

FL

Zip:



Email:

Work Ph

Krohn & Moss, Ltd.

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

Main Office

10 N. Dearborn, 3rd Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number
(312) 578-9428 Ext. 203
Writer's Direct Facsimile
(866) 431-5576
Writer's Direct E-Mail
bwikgren@consumerlawcenter.com

Licensed to practice Only in:
Florida
Illinois

RECEIVED
JUN 07 2012
SPECIAL INVESTIGATIONS

June 4, 2012

VIA CERTIFIED MAIL

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

RE: [REDACTED] Chrysler Group LLC

Vehicle: 2011 Jeep Patriot
VIN: 1J4NT1GA9BD [REDACTED]
Our File No.: F120106JHA

Dear Sir or Madam:

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

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

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

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

1. Defective engine as evidenced by the vehicle intermittently stalling while turning and slowing down;
2. Defective steering and/or suspension system as evidenced by the defective steering column rivets;
3. Defective brakes as evidenced by the vehicle's inability to stop when applying brakes;
4. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

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

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

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

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

My client's repair history clearly shows there was a breach of your written warranty

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

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the

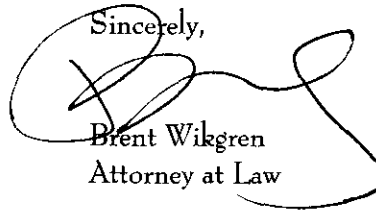
June 4, 2012

car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Wikgren", is written over the typed name. The signature is stylized and somewhat illegible due to the cursive nature of the handwriting.

Brent Wikgren
Attorney at Law

BW/df

cc: [REDACTED]

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

CERTIFIED MAIL™



7011 2970 0003 2118 2279

9880E

\$5.750
US POSTAGE
FIRST-CLASS
FROM 60602
JUN 04 2012
stamps.com



Chrysler Group, LLC
Customer Assistance Center
P.O. Box 218004
Auburn Hills MI 48321-8004

[REDACTED]
Jacksonville Beach, FL [REDACTED]

August 6, 2011

~~RECEIVED
AUG 08 2011
SPECIAL INVESTIGATION~~

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

Dear Sir/Madam:

I am writing you to notify you that my vehicle is a "Lemon" under Florida's Lemon Law and to demand that you pay me the refund that I am entitled to under Florida's Lemon Law as required by Florida's Lemon Law. I also revoke my acceptance of this vehicle. The relevant information regarding my vehicle is as follows:

Registered Owners of the Vehicle:

[REDACTED]

Vehicle Identification Number:

1J4NT1GA8BD [REDACTED]

Make & Model of the Vehicle:

Jeep Patriot

I understand that you have access to the complete "repair history" on my vehicle as compiled by your authorized dealerships. Additionally, you should have a record of the written notice that I have previously sent you under Florida's Lemon Law regarding my vehicle.

After you received proper written notification and opportunity for inspection and repair, my vehicle was not conformed to the warranty within the amount of chances allowed by Florida's Lemon Law. AS such, my vehicle is a "Lemon" and I am now entitled to a full refund.

The current mileage on my vehicle is 14,058

Please let me know whether or not you agree to repurchase my vehicle as required by Florida's Lemon Law. I can help you obtain the documentation you need to properly calculate my refund just as soon as I have your agreement to actually give me the refund I am entitled to under Florida's Lemon Law.

Sincerely,
[REDACTED]

AUG 08 2011
By _____

Jax Beach, FL

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



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For Domestic and International Use



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48321

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AMOUNT

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00087621-33



**PRIORITY®
MAIL**

For Domestic
and International Use

From:

UNITED STATES POSTAL SERVICE

From:



Jax Beach, FL



TO Chrysler Group, LLC
PO Box 218004
Auburn Hills, MI 48321

Label 226, January 2008

Motor Vehicle Defect Notification

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

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

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

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

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

Description of continuing defect(s) or condition(s) vehicle doesn't want to start and quits while in the middle of driving.

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

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

Vehicle Make Jeep Model Patriot Year 2011

VIN 1J4YN1T161A101B1D [redacted] Date of Delivery 12/21/2010

Name and City/State of selling dealer or leasing company (if applicable) Arrigo Dodge, west Palm Beach, FL

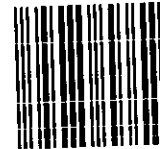
Name and City/State of authorized service agent(s) attempting previous repairs: Arrigo Dodge, west Palm Beach, FL, Palm Dodge, Punta Gorda, FL, Galeana Dodge, Fort Myers, FL

Consumer Name [redacted]
Address [redacted]
North Fort Myers FL

Home phone [redacted]
Work phone [redacted]
Signature [redacted]
Date Mailed 8/9 (2011)

AUG 15 2011

V. Ft. Myers, FL,



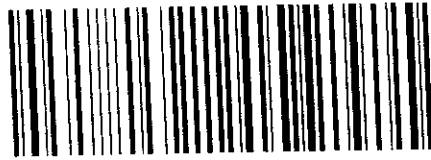
U.S. POSTAGE
PAID
CAPE CORAL, FL
33990
AUG 09, 11
AMOUNT

\$6.03
00038775-06

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL™

1000

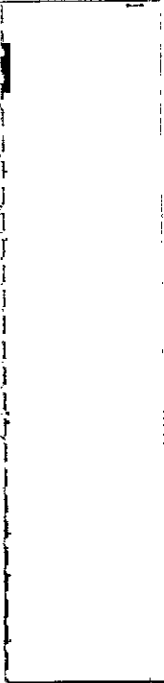
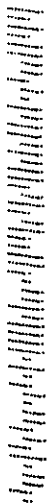
48321



7011 0470 0001 4647 4550

RECEIVED
POSTAL SERVICE
AUG 09 2011

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



Motor Vehicle Defect Notification

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

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

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

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

Description of continuing defect(s) or condition(s) Engine stalls while Driving. When this happens I Lose power steering + Brakes. I am not driving the vehicle due to almost having an accident

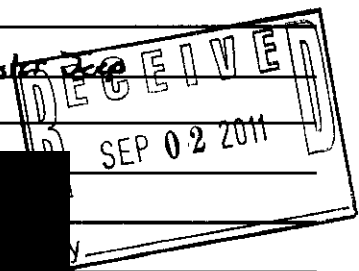
(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

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

Vehicle Make Jeep Model Patriot Year 2011
VIN 1J4NT1GA9B1D Date of Delivery Nov. 26 2010
Name and City/State of selling dealer or leasing company (if applicable) West Palm Beach FL

Name and City/State of authorized service agent(s) attempting previous repairs Arrigo Dodge Chrysler
West Palm Beach FL

Consumer Home phone
Address Work phone
West Palm Beach FL Signature
Date Mailed 9/30/11



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

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

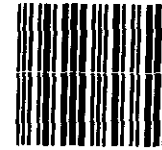
West Palm Beach, FL



7011 1570 0003 7253 5427



1000



48321

U.S. POSTAGE
PAID
WEST PALM BEACH, FL
33417
AUG 30, 11
AMOUNT

\$5.59
00040691-09

CHRYSLER GROUP LLC
CUSTOMER CENTER
P.O. Box 21-8004
AUBURN HILLS, MI 48321-8004
8004

483218004



NOTIFICATION TO BUSINESS CENTER

Cust

Addr

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number

Date of Purchase

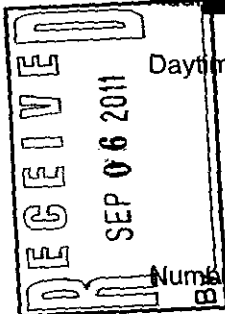
Mileage

Servicing Dealer

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:



Vehicle stalls does not down shift when slowing to make turns or complete stops vehicle runs at very high RPMs at a slow rate off

9-1

Motor Vehicle Defect Notification

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

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

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

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

Description of continuing defect(s) or condition(s) Vehicle stalls does not down shift when slowing to make turns or complete stops. Vehicle runs at very high RPMs in a slow rate of speed.

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

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

Vehicle Make Jeep Model Patriot Year 2011

VIN 1J54N1T1G1A1A1A1A [Redacted] Date of Delivery 5-30-2011

Name and City/State of selling dealer or leasing company (if applicable) Jacksonville Chrysler Jeep Dodge
Jacksonville, Florida

Name and City/State of authorized service agent(s) attempting previous repairs Rick Keefer Jeep Dodge
Fernandina Beach, Florida. Jacksonville Chrysler Jeep Dodge Jacksonville FL
2 times

Consumer [Redacted] Home phone [Redacted]

Address [Redacted] Work phone [Redacted]

Sanderson, Florida, [Redacted] Signature [Redacted]

Date Mailed 8-31-2011

[REDACTED]
Sanderson, FL [REDACTED]

August 30, 2011

Chrysler Jeep Dodge
Manufacturer
P O Box 21-8004
Auburn Hills, MI 48321-8004

Attention Manufacturer:

On May 30, 2011, we purchased a brand new 2011 Jeep Patriot (1J4NT1GAXBD [REDACTED]) from Jacksonville Chrysler Jeep Dodge. We chose a brand new vehicle so that when I am out on the road earning a living as a truck driver, I wouldn't have to worry about my daughter back home in cars that may break down. Unfortunately, the brand new vehicle has already broken down on her more than the used car she traded in.

The first problem presented just two days into owning the new Jeep. [REDACTED] had to bring it in on June 1, 2011 (to Keefer Dodge Jeep) because the Jeep's seat belt was stuck in the locked position and the Jeep started shutting off while it was being driven. As you slowed down, it would stall out completely causing the driver to completely lose control, as everything locks up when the vehicle shuts down. Obviously, this is a major problem and could cause a serious accident. The dealership said they ordered and replaced a part, supposedly eliminating the problem.

Then on June 24, 2011, [REDACTED] had to take the Jeep to Jacksonville Chrysler Jeep Dodge with the same issue. It was shutting off when you slowed down, turned corners. Once again the dealership ordered and replaced parts, and advised that "should take care of it." She was able to pick up her Jeep on July 1, 2011. They had her driving a huge, gas guzzling Dodge truck as a loaner while they repaired her vehicle.

Then on August 3, 2011, we had to take the Jeep back to Jacksonville Chrysler Jeep Dodge with the same issue. They informed us that this issue was in the software and had to wait for an update. This time I informed them they needed to put her in a more gas efficient vehicle as a loaner. They gave her a Dodge Avenger, a V-8, again a gas drinker. When the vehicle was picked up on August 15, 2011 my daughter informed us that the vehicle was still not fixed, still wanting to stall out, the RPM's racing very high even when driving at a low rate of speed and not down shifting.

This is unacceptable service. When I purchased a brand new vehicle, I expected to have normal maintenance, but I never expected to have this many problems so soon. This Jeep Patriot is a lemon. I purchased a brand new vehicle, so that we should have no worries. At this point we have a vehicle we have had in our possession that has been in for maintenance for some 20 days of our ownership. The problem is still not fixed after spending all this time in for maintenance, I have big concerns about my daughter driving this vehicle any distance she works night shift and long hours in an emergency room so you may be able to imagine where my fears are with a vehicle you can not trust. I have heard of other Jeeps with the same issue. Please contact me so we can discuss some way of resolving our problem and you can return my peace of mind where my daughters vehicle is concerned. I can be contacted at anytime on my cell phone at [REDACTED] or by mail at the address above. I would appreciate a quick and speedy end to this problem.

Thank you,
[REDACTED]

JACKSONVILLE

CHRYSLER JEEP DODGE



73857	MIKE	1416	4038	08/12/11	CHCS251
			3,606	BRILLIANT B	D194916
		11/JEEP/PATRIOT/SPORT FWD		05/30/11	
		1 J 4 N T 1 G A X B D		1000	
				08/03/11	

JOB# 1 CHARGES

LABOR
J# 1 10CHZ **DRIVABILITY** **TECH(S):524** **WARRANTY**
 CUSTOMER STATES WHEN DRIVING INTO TURNS VEHICLE WILL STALL.
 CUSTOMER STATES FEELS LIKE VEHICLE IS NOT DOWN SHIFTING
 18190301 .2 HRS FC FM, 18190350 .1 HRS FC FM
 TEST DROVE VEHICLE, CONFIRMED CUSTOMER CONCERN, CONTACTED
 CHRYSLER TECHNICAL ASSISTANCE, ADVISED OF UPCOMING
 SOFTWARE UPDATE, PERFORMED SOFTWARE UPDATE 8-10-11, TEST
 DROVE ON 8-12-11, CONDITION CORRECTED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4275086-AD	LABEL NON 14086100		0.00
JOB# 1 TOTALS					
JOB# 2 CHARGES					
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL					0.00
JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX CHCS	JOB# 2 TOTAL			
		0.00			
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
	73111		08/12/11	RENTAL D423882	0.00
JOB# 3 TOTALS					
JOB# 4 CHARGES					
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL					0.00

DISCLAIMER OF WARRANTY
 Any warranties on the product hereby are those made by the manufacturer. The Seller, hereby disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and labor are guaranteed for 12 months or 100,000 miles, whichever comes first. Seller does not guarantee that the work performed will conform to the manufacturer's specifications or any problem specified on the date of the complaint.

Shop Supplies and Waste Disposal
 * This charge represents the cost of shop supplies and waste disposal for miscellaneous shop and disposal [s. 559.904(4)].

Tire and Battery Disposal
 * The State of Florida imposes a \$1.00 fee to be collected for each tire sold in the state [s. 403.7185] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

**ALL PARTS NE
 UNLESS OTHERWISE
 INDICATED.**

The Reynolds and Reynolds Company ESANT/S/SL/E C0630819 Q (07/10)

JACKSONVILLE

CHRYSLER JEEP DODGE



73857	MIKE	1416	1473	INVOICE DATE	07/01/11	INVOICE NO.	CHCS2467
			1,513	COLOR	BRILLIANT B	STOCK NO.	D194916
				DELIVERY DATE	05/30/11	DELIVERY MILES	
				SELLING DEALER NO.	1000	PRODUCT GROUP	
				RO DATE	06/24/11		

SAUNDERSON, FL [REDACTED] COMMENTS [REDACTED] MO:

JOB# 1 CHARGES

LABOR
J# 1 10CHZ **DRIVABILITY** **TECH(S):405** **WARRANTY**
 CUSTOMER STATES VEHICLE WILL SHUT DOWN AND WHEN IN CORNERS VEHICLE WILL SHUT OFF. VEHICLE HAS NO MIL OR ANY WARNING LIGHTS ON. NO CODES IN ANY MODULE. PCM HAS NO FLASH UPDATE AVAILABLE. NO TSB'S THAT APPLY. NO STAR ONLINE BULLETINS THAT APPLY. LET VEHICLE RUN IN STALL AT LUNCHTIME, THEN DROVE 20 MILES. ALL SENSOR ARE READING NORMAL ON TEST DRIVE. NOTHING ABNORMAL OCCURED. NO DIE OUT OR STALL. VEHICLE RAN NORMALLY PER CHRYSLER. INSTALLED NEW VAPOR CANNISTER WITH ESIM AND PURGE SOLENOID. 25-01-15-04, FC-IM, 0.30HRS
 25-01-40-01, FC-ML, 0.30HRS
 08-94-YH-C3, 0.90HRS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		4891741-AA	VALVE LIN 8059043		
	1		68018927-AA	CANISTER 14039051		
					TOTAL - PARTS	0.00

JOB# 1 TOTALS **JOB# 1 JOURNAL PREFIX CHCS** **JOB# 1 TOTAL** **0.00**

JOB# 2 CHARGES

LABOR
J# 2 70CHZRENT **RENTAL SUBLET** **TECH(S):405** **WARRANTY**
 RENTAL SUBLET
 RENTAL SUBLET
 RENTAL SUBLET
 RECECCA,EDGY

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
	71298			07/01/11	RENTAL D423392	
					TOTAL - SUBLET	0.00

JOB# 2 TOTALS **JOB# 2 JOURNAL PREFIX CHCS** **JOB# 2 TOTAL** **0.00**

JOB# 3 CHARGES

LABOR
J# 3+00CHZ **QUICK SERVICE** **TECH(S):405** **0.00**
 CUSTOMER REQUESTS FILL UP TANK DO TO HAVING US TEST DRIVE, NEW CAR

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
		GAS GAS-SERVICE		
			TOTAL - MISC	0.00

JOB# 3 TOTALS **JOB# 3 JOURNAL PREFIX CHCS** **JOB# 3 TOTAL** **0.00**

DISCLAIMER OF WARRANTY
 Any warranties on the products hereby are those made by the facturer. The Seller, hereby exp disclaims all warranties, either expr implied, including any implied warra merchantability or fitness for a par purpose, and neither assume authorizes any other person to as for it any liability in connection w sale of said products. Parts and are guaranteed for 12 months or miles, whichever comes first. Seller not guarantee that the work perfor accordance with this estimate will any problem specified on the des of the complaint.

Shop Supplies and Waste Disp
 * This charge represents co profits to the motor repair for miscellaneous shop supj disposal [s. 559.904(4)].

Tire and Battery Disposal Fee
 * The State of Florida re \$1.00 fee to be collected for e tire sold in the state [s. 403.7 a \$1.50 fee to be collected new or remanufactured bat in the state [s. 403.7185].

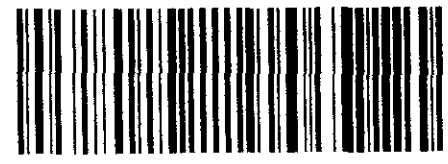
ALL PARTS NEW UNLESS OTHERWISE INDICATED.

InvoReprint and Reprint...
 Copyright © 2011

Sanderson, F

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

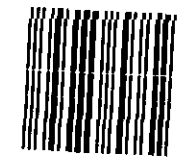
CERTIFIED MAIL™



7009 2820 0002 5585 7077



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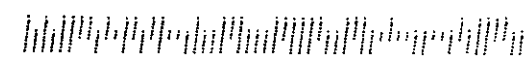


48321

U.S. POSTAGE
PAID
MACLENNY, FL
32063
SEP 01, 11
AMOUNT

\$6.23
00028670-04

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



Send To: Chrysler Customer Assistance Center
Typist/Transcriber
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: [REDACTED]

Dollar Amount \$: 650.00

Customer Name: [REDACTED]

Requestor PROFS ID: AMS6

CAIR Number: 21356145

VIN# Number: 1J4NF1GB1BD1 [REDACTED]

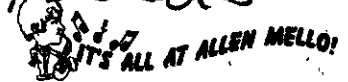
Dealer Name & Code: #32 - 42174

BC Number: 32

District Number: B

Allen Mello Dodge, Inc.
13 Marmon Drive
Nashua, NH 03060
(603) 888-7550

BD 188 325



Rent Hours 7:30-6:00 M-F Sat 8:00-12:00

AGREEMENT FOR TEMPORARY SUBSTITUTE VEHICLE REPLACEMENT ONLY

CITY & STATE <i>Sherborn MA</i>		STATE <i>MA</i>	EXPIRES <i>12/10/14</i>	DATE <i>8/17/11</i>	4771
VEH. NO. <i>70</i>	MAKE <i>Volvo</i>	BODY STYLE <i>sed</i>	I WILL RETURN CAR BY DATE <i>TBD</i> TIME <i>7:00 PM</i>		RATE: \$ PER PLUS ¢ PER MILE
PURCH. ORD. NO.	AGREEMENT MADE THIS DAY OF	MILEAGE IN <i>4146</i>	GAS <i>1/4</i>	MILES <input checked="" type="checkbox"/>	<i>840</i>
CREDIT CARD	REMARKS <i>12AC5023</i>	MILEAGE OUT <i>3057</i>	<i>1/4</i>	HOURS <input checked="" type="checkbox"/>	<i>24 DAYS @ 35.00</i>
CONDITION:	RENTED BY: IN <i>200/11/11</i> OUT <i>11/11/11</i>	MILES DRIVEN	POLICY NO. <i>123453</i>	WEEKS <input checked="" type="checkbox"/>	
BY <i>[Signature]</i> DEALER					
REQUEST FOR PERMISSION FOR PERSON OTHER THAN CUSTOMER TO DRIVE					
I hereby request Dealer's permission to allow <i>[Signature]</i> to drive this vehicle.		Driver's Lic. No. <i>42147</i>			
APPROVED BY DEALER: <i>[Signature]</i>		CUSTOMER: <i>[Signature]</i>		DAMAGE	
NOT VALID UNLESS APPROVED BY DEALER'S REPRESENTATIVE.					
IMPORTANT - READ BEFORE SIGNING					
The undersigned hereby acknowledges that the Dealer is not providing any type of insurance protection or collecting any charges therefor. In consideration of the foregoing acknowledgment, the undersigned agrees to pay for all loss and damage to the described vehicle and to hold Dealer harmless from any liability as a result of the customer's usage thereof.					
<ul style="list-style-type: none"> • I have read carefully all driving and use restrictions on the reverse side. • I am responsible for all traffic violations and must turn in all summonses upon return of vehicle. • I will immediately report all accidents to Dealer. 					
CUSTOMER SIGNATURE	PHONE				
					DAMAGE
					SUB TOTAL
					TAX
					NET AMOUNT DUE <i>840</i>
INSURANCE PROTECTION FOR TEMPORARY SUBSTITUTE VEHICLE TO BE PROVIDED BY CUSTOMER'S INSURANCE POLICY					

TERMS ON REVERSE SIDE

DRIVE SAFELY

Krohn & Moss, Ltd.

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

Main Office
10 N. Dearborn St., 3rd Floor
Chicago, IL 60602
www.krohnandmoss.com

21381782

10-7

Writer's Direct Number
(312) 578-9428 Ext. 266
Writer's Direct Facsimile
(866) 289-0898
Writer's Direct E-Mail
tmaloney@consumerlawcenter.com
www.krohnandmoss.com

Writer licensed to practice
only in:
Illinois

October 7, 2011

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

RECEIVED
OCT 11 2011
SPECIAL INVESTIGATIONS

RE: [REDACTED] v. Chrysler Group LLC

Vehicle: 2011 Jeep Patriot
VIN: 1J4NF1GB0BD [REDACTED]

Dear Sir or Madam:

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

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

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

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

1. Defective transmission as evidenced by long hesitation when shifting out of first gear;
2. Defective engine as evidenced by difficulty starting vehicle and vehicle stalling;
3. Defective body and trim as evidenced by vibration from the passenger side visor area; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

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

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

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

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

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

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

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

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

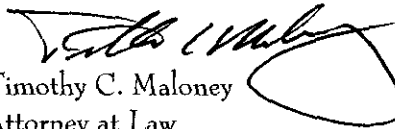
If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

October 7, 2011

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

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

Sincerely,


Timothy C. Maloney
Attorney at Law

TCM/tcm

CC: 

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

\$0.44
US POSTAGE
FIRST-CLASS
FROM 60602
OCT 07 2011
stamps.com



06230000704567

303838



Chrysler Group LLC
Customer Assistance Center
P.O. Box 218004
Auburn Hills MI 48321-8004

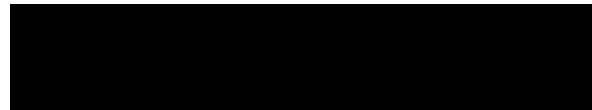
Mail to:
Attn: Typist/Transcribers
Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name:



Check made out to

Requestor PROFS ID: *T2425D0*

CAIR Number: *21494442*

BC Number: *66*

District Number: *R*

Easter Rental

Rick Hendrick

279424

279424

1468 SAVANNAH HIGHWAY • CHARLESTON, SOUTH CAROLINA 29407 • (843) 402-6755
SERVICE DEPARTMENT HOURS M-F 7:30 A.M. TO 6:30 P.M. SAT 8:00 A.M. - 6:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/25/11	272983	624	434	448	W	18DTZ2	DRIVEABILITY
07/07/11	271555	3	434	448	C	01DTA23POINTINS	23-POINT INSPECTION
01/25/11	259618	2	434	778	I	31DTZDETAILB1	DELIVERY NEW
01/25/11	259617	2	434	774	I	31DTZDETAILA1	NEW CAR DETAIL
				540	W	30DTZ	NEW CAR PDI

SALESPERSON NO. 865 ALAN WILLIAM HELLER SERVICE STATE REG# E

VEHICLE ID NO. 1J4NT1GA8BD	YEAR/MAKE/MODEL 11/JEEP/PATRIOT/4DR FWD SPORT	PRODUCTION DATE 07/06/11	STOCK NO. BD128073	LICENSE NO.	R. D. NO. 279424
CUSTOMER NO. 60144	SERVICE CONTRACT	DELIVERY DATE 07/06/11	DELIVERY MILES 000071	SELLING DEALER NO.	R. O. DATE 10/17/11
CHARLESTON, SC	COLOR DEEP CHERRY RED/	CONTRACT NO.	EXPIRATION DATE 07/06/11	EXPIRATION MILES	TAG NO. 0 TAG
TURBO N	MMG DTZZ	AIR COND. Y	P. S. Y	TRANS	MILEAGE 653
ADVISOR NO. 434	ADVISOR CLARK FANNING	ESTIMATE OF REPAIRS			
TIME RECEIVED 01:29pm	DATE/TIME PROMISED 10/18/11 09:42am	PRIORITY 9	Diagnostics		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			LABOR RATE		
Sublet			Spoke To:		
Taxes			Agrees to Repair <input type="checkbox"/> Yes <input type="checkbox"/> No		
Service Charge			Total		

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 **W *18DTZ1 DRIVEABILITY**

SUBLET TO ENTERPRISE FOR RENTAL EXPENSE. REFER TO RO 272983

Sublet with Dealer repair for getting direct check for down

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

Check this box if you want to retain your replaced parts.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership PERMISSION to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.



0401J279424

204991

Rick Hendrick

S476

272983

99A

272983

1468 SAVANNAH HIGHWAY • CHARLESTON, SOUTH CAROLINA 29407 • (843) 402-6755
SERVICE DEPARTMENT HOURS M-F 7:30 A.M. TO 6:30 P.M. SAT 8:00 A.M. - 6:00 P.M.

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FLASH Available							

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SALESPERSON NO. 865 ALAN WILLIAM HELLER SERVICE STATE REG# E

VEHICLE I.D. NO. 1J4NT1GA8BD	YEAR/MAKE/MODEL 11/JEEP/PATRIOT/4DR FWD SPORT	PRODUCTION DATE 07/06/11	STOCK NO. BD128073	LICENSE NO.	R.O. NO. 272983
CUSTOMER NO. 60144	SERVICE CONTRACT	DELIVERY MILES 000071	SELLING DEALER NO.	R.O. DATE 07/25/11	
COLOR DEEP CHERRY RED/	CONTRACT NO.	EXPIRATION DATE 07/06/11	EXPIRATION MILES	TAG NO. 0 525	
TURBO N	M/MC DTZZ	AIR COND. Y	P.S. Y	TRANS	MILEAGE 624
ADVISOR NO. 434	ADVISOR CLARK FANNING	ESTIMATE OF REPAIRS			
Diagnostics Parts Labor Sublet Taxes Service Charge Total \$					
APPOINTMENT	08:17am	07/25/11	01:48pm	6	
APPOINTMENT	LABOR RATE				Spoke To:
<input checked="" type="checkbox"/> Yes	16TH				Agrees to Repair
<input checked="" type="checkbox"/> No					<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X **W 18DTZ2 DRIVEABILITY**
 CUSTOMER STATES THAT 4 OR 5 TIMES THAT CAR ONCE COMING TO A STOP AND STARTING TO TAKE OFF THAT CAR HAD SHUT OFF. DRIVER UN AWARE OF IT SHUTTING OFF UNTIL TRYING TO ACCELERATE AWAY FROM TRAFFIC LIGHT-NO LIGHTS HAVE BEEN ON

2 **C 01DTA23POINTINS 23-POINT INSPECTION**
 CHECK ALL UNDERHOOD FLUID LEVELS
 CHECK COOLING SYSTEM & HOSES
 CHECK ALL BELTS
 CHECK ENGINE FOR OIL LEAKS
 CHECK TRANSMISSION FOR OIL LEAKS
 CHECK AUTOMATIC TRANSMISSION FLUID CONDITION
 CHECK TIRE WEAR & PRESSURE
 CHECK BATTERY POSTS
 CHECK EXHAUST SYSTEM FOR LEAKS
 CHECK AIR FILTER
 CHECK THROTTLE BODY FOR CLEANLINESS
 CHECK FUEL LINES & HOSES
 CHECK HEAD LAMPS & PARKING LAMPS
 CHECK TAIL LAMPS, TURN SIGNALS & REVERSE LAMPS

553 503119D
652 mile
632
Several I'm aware of getting concerns, engineering is working on problem now / No Repair as of yet
First KM / communication WAPS number
RACON ETC
DATA Recorder Connected
In Rental

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer's profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

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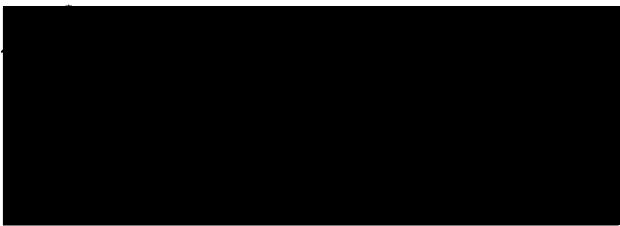
0401J272983

543

181906K8

18-19-35-01 E.9

does not apply to vehicle



Rental Agreement



BILLING DETAIL

Description	Rate	Amount
47 DAYS		1,299.55
SALES TAX		110.46

Bill To:

RICK HENDRICK DODGE
 ATTN CLARK**
 1468 SAVANNAH HWY
 CHARLESTON SC 29407

RENTAL INFORMATION

Date Out: 7 25 11 4:36PM
 Date In: 9 10 11 4:30P



PO#

35048

Additional Driver

Name: NONE

RENTAL VEHICLES CLAIM INFORMATION

Color	License No.	Claim #/Policy #/P.O. #	
BLACK			
Model	Unit #	Insured	
10 HHR	7C3LPB		
Color	License No.	Date of Loss	Type of Loss
BLUE MED			
Model	Unit #	Type of Car	Repair Shop
10 ELAN	7CXTPF	JEEP	RICK HENDRIC
Model	Unit #	Vin #	
10 COMP	7DC62B	3GNBA4DB4A5	

IMPORTANT INFORMATION

Billing Inquiries Call: 843-769-5833
 Fed Tax ID #: 43-1241935
 Billing Information: PO 272983

THANK YOU FOR YOUR BUSINESS!
 PLEASE CALL US FOR YOUR
 NEXT RENTAL

original
PO#
272983

RO#
PO# 279424

AMOUNT DUE..... 1410.00



Please Return This Portion with Remittance

AMOUNT DUE..... 1410.00

Remit to:



COLUMBIA SC

Paid by:

RICK HENDRICK DODGE
 ATTN: CLARK**
 1468 SAVANNAH HWY
 CHARLESTON SC 29407

IN 04:30PM 9/10/11
OUT 04:38PM 7/25/11

RENTAL AGREEMENT
D898591
PAGE 1 OF 1

24-HOUR DAY

CHARLESTON SC
RENTAL TYPE D SOURCE N53370 - 006

UNIT 1
UNIT # 7C3LPB
LIC# Q681ZQ
MODEL HHR
COLOR BLACK
IN 41989
OUT 41889
V# 3GNBAADB4AS

RENTER
CHARLESTON SC
LOCAL:

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
47 DAYS @ 27.65 1299.54

UNIT 2
UNIT # 7CKTFP
LIC# FZU342
MODEL ELAN
COLOR BLUE MED
IN 35989
OUT 35789
V# KMHDU4AD8AU

DR. LICENSE XXXX
STATE SC EXPIRE 2/14/15
DOB WT
EYES HAIR
S.S.#
EMPLOYER

UNIT 3
UNIT # 7DC62B
LIC# GFS594
MODEL COMP
COLOR \$RED
IN 31647
OUT 31547
V# 1J4NT4FB6AI

BILL TO Y CUST # N53370
RICK HENDRICK DODGE
ATTN: CLARK**
1468 SAVANNAH HWY
CHARLESTON SC
843-763-8400 29407

SALES TAX 8.50 110.46

ADDITIONAL DRIVER
NONE

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES X NO

PO 272983
INSURED

STATES SC, NC ONLY
CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 1410.00

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH

DEPOSITS
REFUND

TYPE CAR
JEEP

BILL TO CUST N53370 1410.00

SHOP RICK HENDRIC
PHONE 843-763-8400
NAME CLARK**

CLOSED TICKET PAYMENT INFO
CLOSED TICKET PAYMENT INFO

OPENED BY #2260H NATHAN B ALLMAN
CLOSED BY #837F2 ZACHARY G YOUNG

Send To: Chrysler Group LLC. C A C
Typist/Transcriber
CIMS # 431-00-01
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: [REDACTED]

Dollar Amount \$: 2450.00

Customer Name: [REDACTED]

Requestor PROFS ID: MD19

CAIR Number: 21567625

VIN# Number: 1J4NF1GB7BD [REDACTED]

Dealer Name & Code: DANBURY CHRYSLER JEEP DODGE, 44781

BC Number: 32

District Number: F

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Feb 04 03:07:36 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I purchased a new 4wd 2.4L Jeep Patriot Sport in July 2011 and it already =
has been in the garage twice - first time for a new radio; second time and =
still in the garage now following a total failure of clutch while driving.=
=20


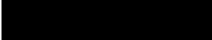

Comments:

I sent this email to the Jeep Dealer Jan 3 and have not not got an answer. =
I
have a new 4wd 2.4L Jeep Patriot Sport Package with manual transmission,
Freedom Drive I and 17 inch tires. So the repair shop tells me that my
clutch is worn out as I am getting clutch slippage in second gear. I am the
original owner on the car and I was in the process of buying the bumper to
bumper lifetime warranty from Jeep planning to keep my Patriot around for a
long time. I only have 12,800 miles on the car and I do not ride the clutch
and this is not my first manual vehicle. All our other cars that we own
continue to go for their entire life without a clutch change. So it's not
our driving technique. The dealer's repair shop estimate is that it will
cost me around \$1300.00. The problem with the warranty and the clutch is
that the clutch is a "consumable" part, which has to be replaced from time
to time, but not after only 12000 miles. Sounds as though the clutches cant
handle a bit of abuse. On the way to my home I come up a small sand dune
and was revving in first gear, noticed a bit of a smell from the box. From
the first moment I drove the car from the lot it would frequently stall in
second. I thought the clutch was just tight and would loosen after being
driven. That's when I noticed also that the clutch does not smell bad only
when riding on it, but also when driving on high rev's in low gears, without
using the clutch at all..... I asked your repair shop manager if it
was ok to drive in first gear for short periods of time and he said it was
no problem. The brochures advertise =91recognized proven off-road capabilit=
y
through severe all-weather conditions like deeper snow, mud and sand=

92. I
also asked your sales manager and salesman if the car would be able
to
handle occasional driving on sand. I have no use for it if it isn't
able to
go off-road. Mostly I do a short commute to work from my house in the
city
of Cary so most journeys are short and the remainder of the mileage
is from
straight highway driving from Raleigh to the beach house. I would
have
bought a 2011 Wrangler except for high gas mileage and everyone at
Leith
assured me the Patriot can handle my 300 ft sand driveway. From some
of the
forums I am reading the clutch on the Patriots can fail regardless of
your
driving habits. Can you please look into if Jeep's manufacturer
warranty
protects my Patriot from these problems ...(wonder when anyone would
release a heavy duty clutch for the patriot). I hope my clutch will
be
changed under warranty!=20
????????????????????



Sender Information:

Title: Mrs.
First Name: 
Middle Initial: 
Last Name: 

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Feb 04 12:25:10 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to 2011 JEEP PATRIOT .

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 Kristen 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: 21845960
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension:4718007
*My work hours are:10:00 am till 6:30pm Eastern Time, Monday- Friday

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 1-877-IAM-JEEP (426-5337). 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.

Thanks again for your email.

Sincerely,

Kristen

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 21845960
EMAIL CASE NUMBER: 2669036
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7621800V76310LOKM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
I purchased a new 4wd 2.4L Jeep Patriot Sport in July 2011 and it already has been in the garage twice - first time for a new radio; second

time and

still in the garage now following a total failure of clutch while driving.

Comments:

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Freedom Drive I and 17 inch tires. So the repair shop tells me that my

clutch is worn out as I am getting clutch slippage in second gear. I am the

original owner on the car and I was in the process of buying the bumper to

bumper lifetime warranty from Jeep planning to keep my Patriot around for a

long time. I only have 12,800 miles on the car and I do not ride the clutch

and this is not my first manual vehicle. All our other cars that we own

continue to go for their entire life without a clutch change. So it's not

our driving technique. The dealer's repair shop estimate is that it will

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VIN: [REDACTED]
Mileage: 12800
Servicing Dealer: Leith Autopark Chrysler Jeep
Title: Mrs.
First Name: [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address [REDACTED]
City: Holly Springs
State: NC
Zip: [REDACTED]
Email: [REDACTED]
Work P [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Feb 04 12:44:15 EST 2012
Subject: Reply to Chrysler Group LLC (KMM7621800V76310L0KM)
Reply Comments:

Thanks for your quick reply and phone call. I will wait for your e-mail and forward you the documents you requested. [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Feb 04 14:00:22 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to 2011 JEEP PATRIOT.

We are pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions.

Thanks again for your email.

Sincerely,

Kristen

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2669036

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7621864V82022L0KM&

Previous Reply Follows:

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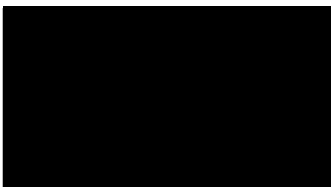
and was revving in first gear, noticed a bit of a smell from the

box. From
the first moment I drove the car from the lot it would frequently stall in second. I thought the clutch was just tight and would loosen after being driven. That's when I noticed also that the clutch does not smell bad only when riding on it, but also when driving on high rev's in low gears, without using the clutch at all..... I asked your repair shop manager if it was ok to drive in first gear for short periods of time and he said it was no problem. The brochures advertise 'recognized proven off-road capability through severe all-weather conditions like deeper snow, mud and sand'. I also asked your sales manager and salesman if the car would be able to handle occasional driving on sand. I have no use for it if it isn't able to go off-road. Mostly I do a short commute to work from my house in the city of Cary so most journeys are short and the remainder of the mileage is from straight highway driving from Raleigh to the beach house. I would have bought a 2011 Wrangler except for high gas mileage and everyone at Leith assured me the Patriot can handle my 300 ft sand driveway. From some of the forums I am reading the clutch on the Patriots can fail regardless of your driving habits. Can you please look into if Jeep's manufacturer warranty protects my Patriot from these problems ...(wonder when anyone would release a heavy duty clutch for the patriot). I hope my clutch will be changed under warranty! ?????????????????????? [REDACTED]

VIN: [REDACTED]
Mileage: 12800
Servicing Dealer: Leith Autopark Chrysler Jeep
Title: Mrs.
First Name: [REDACTED]
Middle Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
Address: [REDACTED]
City: Holly Springs
State: NC
Zip:

Email:

Work P



RECEIVED DATE:

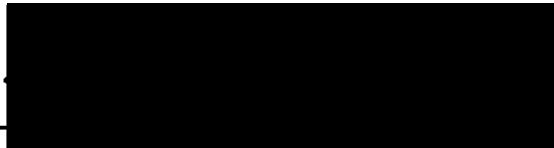
4/11/12

POSTED DATE :

4-4-12

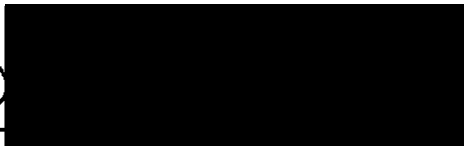
VIN (FIRST 9 DIGITS)

1C

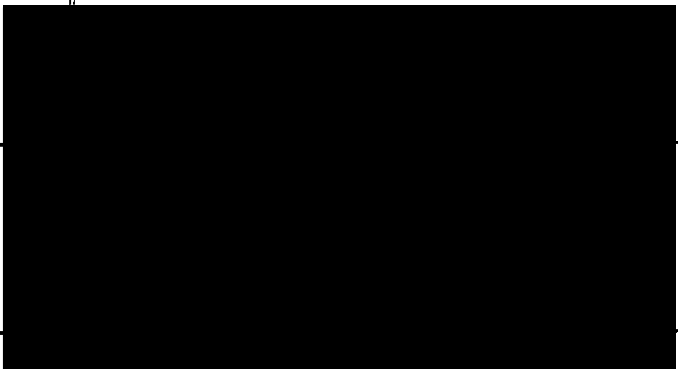


VIN (LAST 8 DIGITS)

CD



FIRST NAME:



LAST NAME :

CAIR :

22049577

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

4/3/2012

[REDACTED]
Fort Riley, KS [REDACTED]

Phone number: [REDACTED]

Jeep Case number: 22049577

Vehicle ID number:

#1C4NJRBB1C [REDACTED]

I'm sending the receipt for the tow truck on 3/24/2012, for \$
A rep. at Chrysler told my husband they would reimburse
us for that trouble. Any questions, please contact the
number above.

Thank
[REDACTED]



REINO'S TOWING LLC

Holton, KS 66436

785-364-3723

785-305-0533

ROAD SERVICE

TIME	<input type="checkbox"/> AM <input type="checkbox"/> PM	DATE	REQUESTED BY	Owner	
NAME			PO		
ADDRESS			CITY		PHONE
94675					
CITY			STATE	ZIP	
				66442	
YEAR	MAKE-MODEL		COLOR	ODOMETER	
TAG	STATE	VIN			
LOCATION OF VEHICLE					
TOWED TO					
INSURANCE NAME		POLICY #	PHONE		
REASON FOR TOW					
SPECIAL EQUIPMENT					
<input type="checkbox"/> WINCH <input type="checkbox"/> DOLLIES <input type="checkbox"/> RAMPS <input type="checkbox"/> FLARES <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> OTHER					
METHOD OF PAYMENT					
<input type="checkbox"/> CHARGE TO					
<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK #	DRIVER'S LICENSE	DATE OF BIRTH		
			175		
<input type="checkbox"/> CREDIT CARD	TYPE	<input type="checkbox"/> DISCOVER	<input checked="" type="checkbox"/> MASTER CARD	<input type="checkbox"/> VISA	EXPIRATION DATE
					7/13
DRIVER'S LICENSE		CARD			
AUTHORIZED SIGNATURE		DATE			
DRIVER'S SIGNATURE		DATE			
MILEAGE:		TOW CHARGE			
END		MILEAGE		117 00	
DROP		EQUIPMENT			
ARRIVAL		OTHER			
START		STORAGE	FROM	TO	
		TOTAL	117 00		
COMMENTS					
284295					

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire, or any other cause beyond our control, to any vehicle placed with them for storage or repair.

THANK YOU

0002485

RECEIVED DATE:

5/07/12

POSTED DATE:

5-2-12

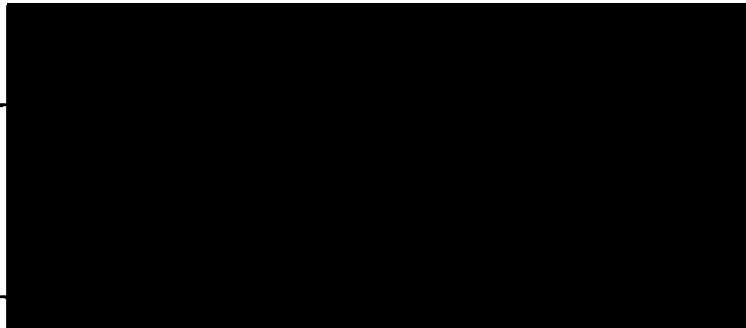
VIN (FIRST 9 DIGITS)

000000000

VIN (LAST 8 DIGITS)

00000000

FIRST NAME:



LAST NAME:

CAIR:

22155935

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



Contractor Receipt

Case #
22155935

Contractor Name NORTHWEST TOWING
Address _____
City _____ State _____ Zip _____

Date 4-21-12 Time _____ AM/PM Run # 237
Member/Customer Name _____
Address _____
City _____ State _____ Zip _____
AAA Membership # _____ Club Code _____ Expires _____
 Basic Plus Plus RV Sur Charge
Driver License # _____ Expires _____
Vehicle Year 12 Color GRAY Make Jeep Model Patriot
License Plate # _____ License Plate State _____
Odometer _____

Location I 69 SB 4Dnm
Towed to Alcubrook
100 W Colosium Ft Wayne
MILEAGE
End _____
Begin _____
Total _____

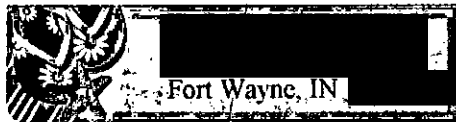
SERVICE:
Jump _____ Flat _____ Fuel _____ Lockout _____ Accident _____ Extract _____
Tow Other _____

CHARGES	AMOUNT
83 mi average @ 4.00 mi	\$ 332.00
46809	
TOTAL	

Mbr./Cust. Signature _____ Date 4-21-12
 Cash Charge Check - Approval # 03795B

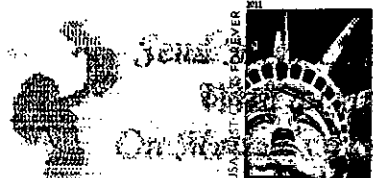
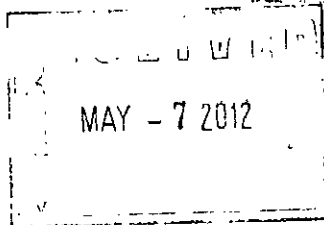
WHITE - CONTRACTOR YELLOW - MEMBER

Case #
22155935



FT WAYNE IN 467

02 MAY 2012 PM 1 T



Chrysler Customer Care
PO Box 21-8004
Auburn Hills, Michigan
48321

Attn: Cory



RECEIVED DATE:

6/19/12

POSTED DATE:

6/13/12

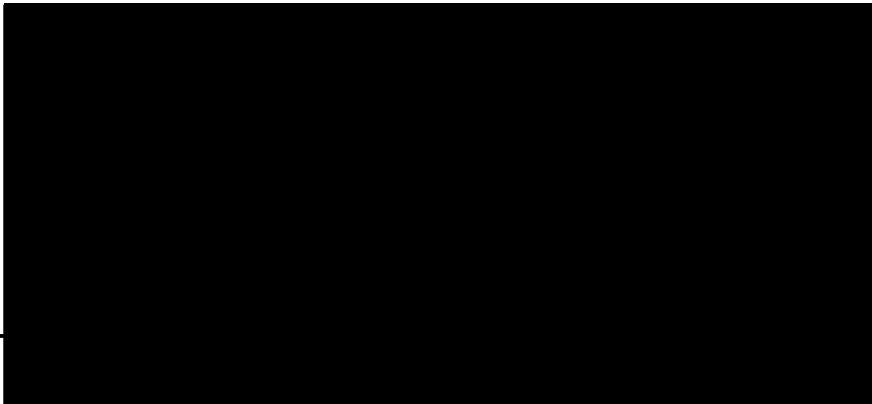
VIN (FIRST 9 DIGITS)

0000 00000

VIN (LAST 8 DIGITS)

0000 0000

FIRST NAME:



LAST NAME:

CAIR:

22155935

NON - SCANABLE ITEMS : CIRCLE ONE

NO

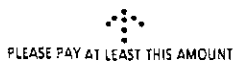
YES

DLR9631 6056 2050 202 07 120601 PAGE 00002 OF 00002 STPROPS



Visa Platinum XXXX-XXXX-XXXX-2357

NEW BALANCE **MINIMUM PAYMENT** **DUE DATE**
\$393.79 **\$25.00** **Jun 04, 2012**



Credit Limit: \$2,000.00 Cash Advance Credit Limit: \$1,000.00
Available Credit: \$1,606.21 Available Credit for Cash Advances: \$1,000.00

MINIMUM PAYMENT WARNING: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

Payment Amount Each Period If No Additional Charges Are Made Approximate Time to Pay Off Statement Balance Estimated Total Cost

Minimum Payment 17 Month(s) \$408

If you would like information about credit counseling services, call 1-888-326-8055.

LATE PAYMENT WARNING: If we do not receive your minimum payment by your due date, you may have to pay a late fee of up to \$35.00.

Previous Balance	Payments and Credits	Fees and Interest Charged	Transactions	New Balance
\$110.61	- \$50.00	+ \$1.18	+ \$332.00	= \$393.79

TRANSACTIONS

PAYMENTS, CREDITS & ADJUSTMENTS FOR JANE L THEODORE #2357

PAID MAY PAYMENT	(\$50.00)
[REDACTED]	\$332.00
[REDACTED]	\$332.00

FEES		
Total Fees This Period		\$0.00
INTEREST CHARGED		
INTEREST CHARGE-PURCHASES		\$1.18
Total Interest This Period		\$1.18
TOTALS YEAR TO DATE		
Total Fees This Year		\$25.00
Total Interest This Year		\$4.09

REWARDS INFORMATION

PREVIOUS AVAILABLE REWARDS BALANCE	1,632
REWARDS EARNED THIS PERIOD (reflects transactions posted during this billing cycle)	332
AVAILABLE BALANCE AS OF 05/07/2012	1,964

For up-to-date rewards tracking, visit www.capitalone.com or simply call 1-800-228-3001



INTEREST CHARGE CALCULATION

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charge
Purchases	4.90% F	\$292.49	\$1.18
Cash Advances	24.90% D	\$0.00	\$0.00

P,L,D,F = Variable Rate. See reverse of page 1 for details

PLEASE RETURN PORTION BELOW WITH PAYMENT OR LOG ON TO WWW.CAPITALONE.COM TO MAKE YOUR PAYMENT ONLINE.



Account Number: [REDACTED]

Due Date	New Balance	Minimum Payment	Amount Enclosed
Jun 04, 2012	\$393.79	\$25.00	.

PLEASE PAY AT LEAST THIS AMOUNT

GO PAPERLESS!

The trees will thank you.

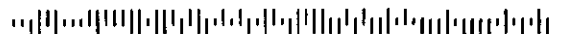
Sign up at www.capitalone.com



400010

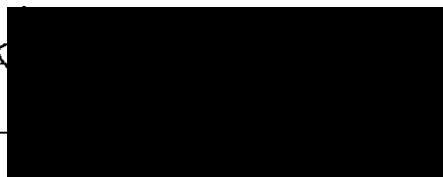


Capital One Bank (USA), N.A.
P.O. Box 6492
Carol Stream, IL 60197-6492

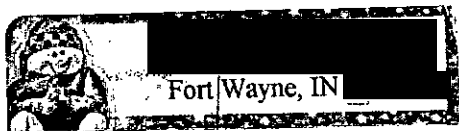


Here is a copy of my
Credit Card statement that
Cory and Toby said they
needed to see.

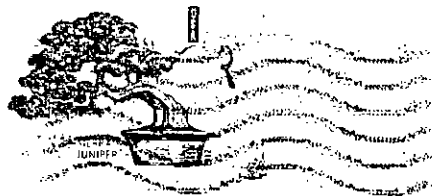
my case # is 22155935



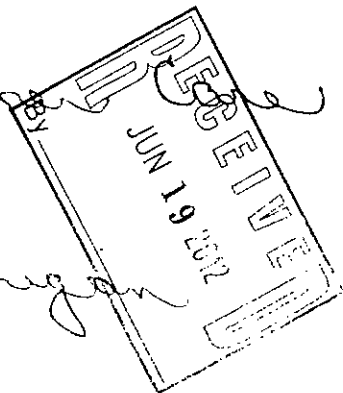
This shows Towing Bill
due on my Credit Card.



FT WAYNE IN 468
13 JUN 2012 PM 2 1



Chrysler Customer Care
PO Box 21-8004
Auburn Hills, Michigan
48321



4892160021



RECEIVED DATE:

6/11/12

POSTED DATE:

6-8-12

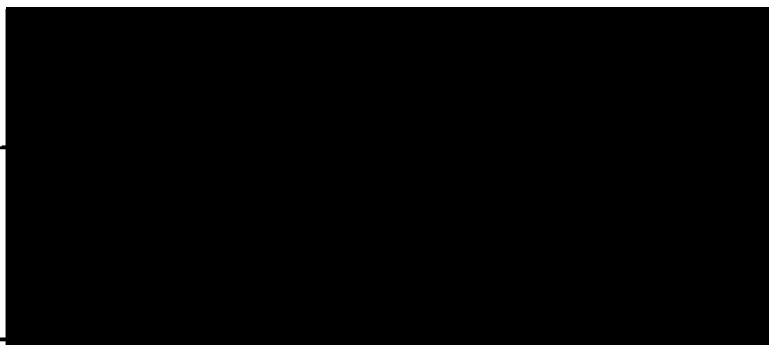
VIN (FIRST 9 DIGITS)

1C4NJRBB9

VIN (LAST 8 DIGITS)

CD 

FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Thursday

June 7, 2012

Dear Chrysler Customer Care,

On Saturday, May 26 2012, my husband and I were enroute to Lansing from Lincoln Park, Michigan where we reside.

My brand new 2012 Jeep Patriot acted like we were running out of gas and it came to a slow stop, though it had a full tank of gas. My husband tried to start my Jeep but it would not "turn over".

I was never ever told that I had road-side assistance!

I called Customer Service and I was told that I may be reimbursed.

my name is [REDACTED]

[REDACTED] Lincoln Park MI [REDACTED]

Phone numbers are [REDACTED]

day time

evening time

VIN 1C4-NJA3B9CD-[REDACTED]

mileage at the time of problem was 956

mileage now is total 1010

over please →

Name of tow company

Bill's wrecker & Radiator Service

2660 n. Williamston Rd.

Williamston MI 48895

(517) 655-1847

The date of tow was May 20, 2012. (Copy is enclosed)

Mileage of tow to my home was 93 miles

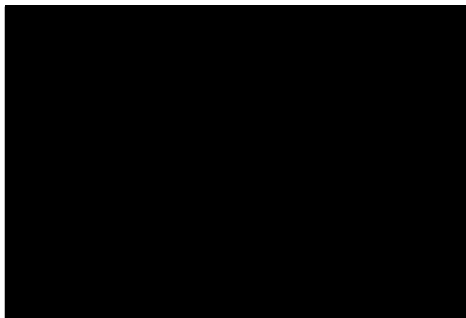
Total cost was \$ 437.00

Reason for seeking reimbursement; was never told that I had roadside service.

After my Jeep was off the tow truck, it started right up! In front of my home.

Thank you for your careful consideration on my re. imbursement.

Sincerely,



No

23801



Bill's Wrecker & Radiator Service

2610 N. Williamston Road

Williamston, Michigan 48895

Phone : (517) 655-1847



24 HOUR TOWING

Date: 5-26-12	Time: 3	am pm	Requested by: owner
Name: [REDACTED]	Phone: ()		
Address: [REDACTED]	Lincoln Park	Zip	[REDACTED]
Miles to Car: 6	Miles Towed: 93	Truck #: 9	Service Person: Dale

Year: 2013	Make-Model-Color: Jeep Patriot Gray	Plate: AW 2827	VIN:
------------	-------------------------------------	----------------	------

<input type="checkbox"/> Sling Tow	<input type="checkbox"/> Jump	<input type="checkbox"/> Accident	Service Time Start Finish Total
<input type="checkbox"/> Wheel Lift	<input type="checkbox"/> Lockout	<input type="checkbox"/> Dolly	
<input checked="" type="checkbox"/> Flatbed	<input type="checkbox"/> Flat Tire	<input type="checkbox"/> Recover	
<input type="checkbox"/>	<input type="checkbox"/> Out of Gas	<input type="checkbox"/> Winching	

PO#	Keys <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
-----	--

Vehicle Location: 1916 W Rd Eldredge Rd

Tow Destination: 1208 Helen Ave Lincoln Park	Towing: 65.00
--	---------------

<input checked="" type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Charge <input type="checkbox"/> Visa/MC	Mileage: 93	372.00
--	-------------	--------

Storage In	Storage Out	Total Days	Labor		
------------	-------------	------------	-------	--	--

			Dolly		
--	--	--	-------	--	--

			Storage		
--	--	--	---------	--	--

			Paid Out		
--	--	--	----------	--	--

--	--	--	--	--	--

--	--	--	--	--	--

--	--	--	--	--	--

--	--	--	--	--	--

--	--	--	--	--	--

--	--	--	--	--	--

			Total	437.00	00
--	--	--	-------	--------	----

Damage and Release Waiver

I release Bill's Wrecker Service for any and all damages done to the vehicle that result from the services provided. By signing this I state that this is my vehicle or I am authorized to make decisions regarding this vehicle and I take responsibility for this vehicle and its contents.

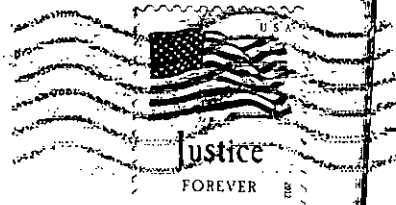
Signature: _____

Print Signature: _____ Date: _____



METROPLEX MI 4830

JUN 11 2012 PM 11



RECEIVED
JUN 11 2012
BY

Chrysler Customer Care

Box 21 - 8004

Auburn Hills, MI 48321 - 8004

48321800404



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jun 25 11:35:07 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Unhappy with 2011 Jeep Patriot.

Comments:

Hello.

I am contacting you because my 2011 Jeep Patriot is the worst car I have ever bought. I got my Jeep on November 30th, 2010. I put \$14,000 down for it, plus traded in my 2004 Mitsubishi Eclipse. Over the last year, my car has not been functioning correctly. The brakes are squeaky, my steering wheel locks up, and it stalls (which baffles me because it is an automatic), and at one point, I was having electrical issues, such as my power windows not rolling up. As of yesterday, when I come to a stop, my Jeep jerks forward. When I was backing out this morning, it sounded like something broke in the transmission. I am very unsatisfied with this vehicle. I have taken it to the dealership several times to get it checked out by the mechanics, but all they tell me is that "the check engine light will come on." One, they do not drive my car; two, I know there is something wrong with it which makes feel very unsafe driving it. Another option they told me is that I can drop my car off at 7am and not be able to pick it up until 5pm. I have already done that once, which was a slap in the face when they told me everything was fine. They told me to drop it off again when I complained last time. I am a busy college student, and do not have the time to be in accessible to a vehicle. I am not an aggressive driver, nor do I put wear and tear on my vehicle. I will never own another Jeep nor look at one. Can you please assist me.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jun 25 13:28:44 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2011 Jeep Patriot.

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

Due to the nature of your concern, I would like to discuss this matter with you in more detail.

My name is Alana 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: 22356939
The Chrysler Case Management telephone number is 877-759-5427
My direct extension: 4718158
My work hours are: Monday-Friday, 09:30 AM-06:00 PM Eastern Standard Time.

I will contact you in one business day by telephone to review your case with you. I will attempt to contact you at the phone number provided in your email at 727.289.1697 within one business day. If you wish to be reached at an alternative number, please respond to this email so that I may update your file appropriately.

Sincerely,

Alana

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 22356939
EMAIL CASE NUMBER: 2715509
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7773100V45324L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Unhappy with 2011 Jeep Patriot.

Comments:

Hello. I am contacting you because my 2011 Jeep Patriot is the worst car I

have ever bought. I got my Jeep on November 30th, 2010. I put \$14,000 down

for it, plus traded in my 2004 Mitsubishi Eclipse. Over the last year, my

car has not been functioning correctly. The brakes are squeaky, my steering

wheel locks up, and it stalls (which baffles me because it is an automatic), and at one point, I was having electrical issues, such as my power windows not rolling up. As of yesterday, when I come to a stop, my Jeep jerks forward. When I was backing out this morning, it sounded like something broke in the transmission. I am very unsatisfied with this vehicle. I have taken it to the dealership several times to get it checked out by the mechanics, but all they tell me is that "the check engine light will come on." One, they do not drive my car; two, I know there is something wrong with it which makes feel very unsafe driving it. Another option they told me is that I can drop my car off at 7am and not be able to pick it up until 5pm. I have already done that once, which was a slap in the face when they told me everything was fine. They told me to drop it off again when I complained last time. I am a busy college student, and do not have the time to be in accessible to a vehicle. I am not an aggressive driver, nor do I put wear and tear on my vehicle. I will never own another Jeep nor look at one. Can you please assist me.

VIN:

Bl [REDACTED]

Mileage:

23000

Servicing Dealer:

Suncoast Chrysler

Title:

Ms.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City:

Pinellas Park

State:

FL

Zip:

Email: [REDACTED]

Home P [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jun 25 15:28:29 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7773100V45324L0KM)

I look forward to your phone call tomorrow. Instead of calling my home phone (bad reception). Can you call my cell phone? The number is [REDACTED] It is a different area code from my home phone. Thank you.

Sent from my iPhone

On Jun 25, 2012, at 1:28 PM, customerassist
<customerassist@chrysler.com> wrote:

> Dear [REDACTED]
>
> Thank you for contacting the Jeep Customer Assistance Center regarding your 2011 Jeep Patriot.
>
> I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
>
> Due to the nature of your concern, I would like to discuss this matter with you in more detail.
>
> My name is Alana 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: 22356939
> The Chrysler Case Management telephone number is 877-759-5427
> My direct extension: 4718158
> My work hours are: Monday-Friday, 09:30 AM-06:00 PM Eastern Standard Time.
>
> I will contact you in one business day by telephone to review your case with you. I will attempt to contact you at the phone number provided in your email at 727.289.1697 within one business day. If you wish to be reached at an alternative number, please respond to this email so that I may update your file appropriately.
>
> Sincerely,
>
> Alana
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer to the

> following information:
> REFERENCE NUMBER: 22356939
> EMAIL CASE NUMBER: 2715509
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7773100V45324L0KM&
>
>
>
>
> Original Message Follows:
> -----
> US Customer Service - Jeep Brand Site
> Brief Description:
> Unhappy with 2011 Jeep Patriot.
> Comments:
> Hello. I am contacting you because my 2011 Jeep Patriot is the
> worst car
> I
> have ever bought. I got my Jeep on November 30th, 2010. I put
> \$14,000
> down
> for it, plus traded in my 2004 Mitsubishi Eclipse. Over the last
> year,
> my
> car has not been functioning correctly. The brakes are squeaky, my
> steering
> wheel locks up, and it stalls (which baffles me because it is an
> automatic), and at one point, I was having electrical issues, such
> as
> my
> power windows not rolling up. As of yesterday, when I come to a
> stop,
> my
> Jeep jerks forward. When I was backing out this morning, it sounded
> like
> something broke in the transmission. I am very unsatisfied with
> this
> vehicle. I have taken it to the dealership several times to get it
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> out by the mechanics, but all they tell me is that "the check
> engine
> light
> will come on." One, they do not drive my car; two, I know there is
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> Another
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> able to
> pick it up until 5pm. I have already done that once, which was a
> slap
> in
> the face when they told me everything was fine. They told me to
> drop it
> off
> again when I complained last time. I am a busy college student, and
> do
> not
> have the time to be in accessible to a vehicle. I am not an
> aggressive
> driver, nor do I put wear and tear on my vehicle. I will never own
> another
> Jeep nor look at one. Can you please assist me.
>
>
>

> VIN: [REDACTED]
> BI [REDACTED]
> Mileage: 23000
> Servicing Dealer: Suncoast Chrysler
> Title: Ms.
> First Name: [REDACTED]
> Middle [REDACTED]
> Last [REDACTED]
> Address [REDACTED]
> Address 2: [REDACTED]
> City: Pinellas Park
> State: FL
> Zip: [REDACTED]
> Email [REDACTED]
> Home [REDACTED]
> [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jul 02 13:54:20 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7773100V45324L0KM)

Hello again. It is Katelyn Langholff. I just wanted to inform you that I did schedule an appointment with Suncoast Chrysler in Seminole, FL for tomorrow morning at 8:20 am. I did tell them that we spoke, so hopefully that makes a difference this time.

Sent from my iPhone

On Jun 25, 2012, at 1:28 PM, customerassist
<customerassist@chrysler.com> wrote:

> Dear [REDACTED]
>
> Thank you for contacting the Jeep Customer Assistance Center
regarding
> your 2011 Jeep Patriot.
>
> I regret the problem your vehicle has experienced and appreciate
the
> time and effort you took to bring this matter to my attention.
Comments
> like yours are one way we have to learn of problems that may
develop and
> improvements desired by customers.
>
> Due to the nature of your concern, I would like to discuss this
matter
> with you in more detail.
>
> My name is Alana 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: 22356939
> The Chrysler Case Management telephone number is 877-759-5427
> My direct extension: 4718158
> My work hours are: Monday-Friday, 09:30 AM-06:00 PM Eastern
Standard
> Time.
>
> I will contact you in one business day by telephone to review your
case
> with you. I will attempt to contact you at the phone number
provided in
> your email at 727.289.1697 within one business day. If you wish to
be
> reached at an alternative number, please respond to this email so
that I
> may update your file appropriately.
>
> Sincerely,
>
> Alana
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
> For any future communications related to this email, please refer
to the

> following information:
> REFERENCE NUMBER: 22356939
> EMAIL CASE NUMBER: 2715509
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7773100V45324L0KM&
>
>
>
>
> Original Message Follows:
> -----
> US Customer Service - Jeep Brand Site
> Brief Description:
> Unhappy with 2011 Jeep Patriot.
> Comments:
> Hello. I am contacting you because my 2011 Jeep Patriot is the
> worst car
> I
> have ever bought. I got my Jeep on November 30th, 2010. I put
> \$14,000
> down
> for it, plus traded in my 2004 Mitsubishi Eclipse. Over the last
> year,
> my
> car has not been functioning correctly. The brakes are squeaky, my
> steering
> wheel locks up, and it stalls (which baffles me because it is an
> automatic), and at one point, I was having electrical issues, such
> as
> my
> power windows not rolling up. As of yesterday, when I come to a
> stop,
> my
> Jeep jerks forward. When I was backing out this morning, it sounded
> like
> something broke in the transmission. I am very unsatisfied with
> this
> vehicle. I have taken it to the dealership several times to get it
> checked
> out by the mechanics, but all they tell me is that "the check
> engine
> light
> will come on." One, they do not drive my car; two, I know there is
> something wrong with it which makes feel very unsafe driving it.
> Another
> option they told me is that I can drop my car off at 7am and not be
> able to
> pick it up until 5pm. I have already done that once, which was a
> slap
> in
> the face when they told me everything was fine. They told me to
> drop it
> off
> again when I complained last time. I am a busy college student, and
> do
> not
> have the time to be in accessible to a vehicle. I am not an
> aggressive
> driver, nor do I put wear and tear on my vehicle. I will never own
> another
> Jeep nor look at one. Can you please assist me.
>
>
>

> VIN: [REDACTED]
> BI [REDACTED]
> Mileage: 23000
> Servicing Dealer: Suncoast Chrysler
> Title: Ms.
> First Name: [REDACTED]
> Middle [REDACTED]
> Last [REDACTED]
> Address [REDACTED]
> Address 2: [REDACTED]
> City: Pinellas Park
> State: FL
> Zip: [REDACTED]
> Email [REDACTED]
> Home [REDACTED]
> [REDACTED]

July 2, 2012

[REDACTED]
Wellington, CO [REDACTED]

Reference No.: 22379760

Dear Mr. [REDACTED]

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

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

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

Thank you again for writing.

Sincerely,

Carol
Senior Staff

CLA/ss

NOTIFICATION TO CHRYSLER GROUP LLC CUSTOMER CENTER

Customer

Address

Daytime

Wellington Co

(State)

(Zip)

6/27

VIN Number

1J4NF4GB4BD

Date of Purchase

3-1-12

Mileage

9000

Service Dealer

~~Foot Center~~
Cowboy

Dodge dealership

Cheyenne
Colorado
Wyoming

Number of days vehicle has been Out-of-Service

3+ days

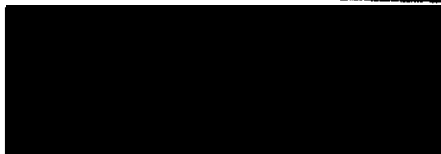
Number of repair attempts to repair same condition

3x

Description of Concern:

transmission gets hot, air conditioner
shuts off, another time it shut down completely on
interstate and had to have it towed. No vehicle
for 6+

22364047
case #
w/ jeep
bought
3-1-12



DENVER, CO 802

27 JUN 2012 PM 11



Street Address

Wellington Co

City, State, ZIP

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

48321800404



RECEIVED DATE:

7/25/12

POSTED DATE :

VIN (FIRST 9 DIGITS)

1C4NJRBB8

VIN (LAST 8 DIGITS)

CD 

FIRST NAME:

LAST NAME :

CAIR :

0000 0000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

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

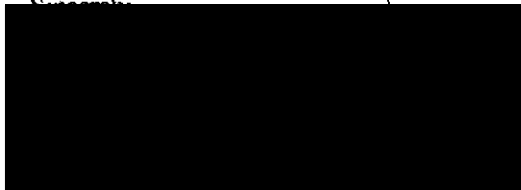
ATTN: CUSTOMER REIMBURSEMENT

Dear Sirs,

Our 2012 Jeep Patriot broke down alongside the highway while on vacation. We phoned customer service and was told to submit our information for reimbursement.

Please find enclosed the information.

Sincerely,

A large black rectangular redaction box covering the signature area.

Agency, MO

Phone

A black rectangular redaction box covering the phone number.

BENDER DEALER GROUP, INC.

dba BENDER *Chrysler - Dodge - Jeep - Ram*

3400 Mabry Drive / 575-762-4511

CLOVIS, NEW MEXICO 88101

dba BENDER *Honda - Nissan*

3000 Mabry Drive / 575-762-3701

CLOVIS, NEW MEXICO 88101



CUSTOMER NO. 37786	ADVISOR ERIC NELSON	8117	TAG NO. 705	INVOICE DATE 07/18/12	INVOICE NO. CHCS200688
AGENCY, MO	LABOR RATE 89.50	LICENSE NO.	MILEAGE 7,294	COLOR MINERAL GRA	STOCK NO.
	YEAR / MAKE / MODEL 12/CHRYSLER/PATRIOT/4DR 4WD SPORT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1C4NJRBB8CD			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 07/16/12	
BUSINESS PHONE	COMMENTS				MO: 7294

LABOR & PARTS
 J# 1 09CHZ-J ENGINE CONCERN #1 HOURS: TECH(S):1087 26860 WARRANTY
 C/S DIED WHILE DRIVING. WOULD NOT RESTART UNTIL AFTER TOWED
 TO DEALERSHIP. NOW STARTS. NO MIL
 INTERNAL FAULT IN POWERTRAIN CONTROL MODULE
 REPLACED POWERTRAIN CONTROL MODULE AND TEST DROVE OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	5150607-AC	MODULE POW 8035027			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00
G.O.G. & SUPPLIES						
JOB # 1	FREIGHT (PARTS)			TOTAL GOG		0.00
COMMENTS NIGHT DROP						
TECHNICIAN CERTIFICATION 26860 TONY 26860						
TOTALS						
*****				TOTAL LABOR	0.00	
* CASH [] CHARGE [] CC [] *				TOTAL PARTS	0.00	
* CHECK [] CASHIER [] *				TOTAL SUBLET	0.00	
* " " *				TOTAL G.O.G.	0.00	
* " " *				TOTAL MISC CHG.	0.00	
* " " *				TOTAL MISC DISC	0.00	
*****THANK YOU FOR YOUR BUSINESS*****				TOTAL TAX	0.00	
* IF FOR ANY REASON YOU ARE NOT COMPLETELY *				TOTAL INVOICE \$	0.00	
* SATISFIED WITH OUR EXCELLENT SERVICE, PLEASE *						
* CALL OUR SERVICE MANAGERS BECAUSE WE KNOW *						
*****OUR CUSTOMERS COME FIRST*****						

DISCLAIMER OF WARRANTY
 Any warranties on the products sold hereby are those made by the manufacturer. The Seller, BENDER CHRYSLER-DODGE-JEEP-RAM INC./ BENDER HONDA-NISSAN, hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and BENDER CHRYSLER-DODGE-JEEP-RAM INC. / BENDER HONDA-NISSAN neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTIVE 60504705 0 (08/11)

EAN HOLDINGS, LLC, 620 E LLANO ESTACADO BLVD, CLOVIS, NM 881013759 (575) 218-3760

RENTAL AGREEMENT REF#
344207 37C4CH

SUMMARY OF CHARGES

RENTER

ADDITIONAL DRIVER

DATE & TIME OUT
07/13/2012 06:19 PM
DATE & TIME IN
07/19/2012 10:20 AM

BILLING CYCLE
24-HOUR

VEH #1 2011 HYUN TUCS GLS2
VIN# KM8J13AC3BU
LIC#
MILES DRIVEN 2106

CLAIM INFO
TYPE CAR: PATRIOT
SHOP: BENDER DODGE
PHONE: (000) 000-0000
ATTN: UNKNOWN

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/13 - 07/19	1	WEEK	\$310.00	\$310.00
DW	07/13 - 07/19	6	DAY	\$19.99	\$119.94
PAI	07/13 - 07/19	6	DAY	\$3.00	\$18.00
SLP	07/13 - 07/19	6	DAY	\$12.99	\$77.94
REFUELING CHARGE	07/13 - 07/19				\$0.00
ROADSIDE ASSISTANCE PROTECTION	07/13 - 07/19	6	DAY	\$4.99	\$29.94
Subtotal:					\$555.82
Taxes & Surcharges:					
NEW MEXICO STATE RENTAL TAX	07/13 - 07/19			5%	\$26.29
SALES TAX	07/13 - 07/19			7.8125%	\$33.59
Total Charges:					\$615.70

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$615.70	Discover	xxxxxxxxxxxx8929 PENDING



07-14-12

Agency MO US	Folio No. :	Room No. : 306
	A/R Number :	Arrival : 07-13-12
	Group Code :	Departure : 07-14-12
	Company : Leisure	Conf. No. : 64371517
	Membership No. :	Rate Code : IDARP
	Invoice No. :	Page No. : 1 of 1

Date	Description	Charges	Credits
07-13-12	Accommodation	-123.00	
07-13-12	State Tax - Room	6.20	
07-13-12	City Tax - Room	3.41	
07-13-12	Lodger's Room Tax -	6.15	
07-14-12	Discover		138.76
Total		138.76	138.76
Balance		0.00	

Guest Signature: _____

I have received the goods and / or services in the amount shown heron. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or associate fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

ALL-RITE TOWING & REPAIR, INC.

P.O. BOX 1024
6351 QUAY ROAD AM
TUCUMCARI, NM 88401
(575) 461-1934
FAX (575) 461-6002

Invoice # 30492
Truck # 70

DAMAGE RELEASE

I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE FOR SUCH DAMAGE, SHOULD IT RESULT.
STORAGE BEGINS DATE OF INVOICE.

CLUB / MEMBERSHIP #

DATE 7-13-2017

[REDACTED] Agency Mr.

Odo/Hub 192933 Odo/Hub 193069 Time 5:09 P
START 192933 DROP 193069 ARRIVED 5:30 P TRUCK#
ARRIVE 192967 HOME _____ CLEARED 8:00 P TRAILER#
HOME _____

YEAR/MAKE 2012 Jeep Patriot
MODEL/COLOR
VEHICLE LICENSE NO. DH1-KAK MISSOURI MILEAGE 7294

VIN NO. 1CANJRBB8CD [REDACTED] TRUCK DRIVER UBALDO

TOW SERVICE FB MD HD

MILES EN RT. AT PER MILE

MILES TOWED AT PER MILE

WINCHING

SHUTTLE / SECOND TOW

ADD'TL MILEAGE

LABOR

ROAD SERVICE TC LO JS FD N.ACCT

STORAGE DAYS AT

OTHER/PARTS/TIRE

EPA/FUEL SURCHARGE

SUB

BY INITIALING, I AUTHORIZE THE \$ _____ DIAGNOSTIC FEE X _____ TAX

LOCATION HWY 54 TOTAL

DESTINATION [REDACTED] COVERAGE

CUSTOMER \$ [REDACTED] GRAND TOTAL

CUSTOMER COPY

A

Agency, MI



REGISTERED
JUL 25 2012
BY

Chrysler Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321

Attn: Customer Reimbursement

48321800404



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 26 16:23:34 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My case #22406168. Please review the notes attached to my case. I submitted over \$900 in expenses for the problem with my 2012 Jeep Patriot. My case manager countered with approximately \$350 as payment in full. \$350 won't even reimburse me for my gas.

Comments:

I simply expect to be fairly compensated. My car has been unavailable to me since July 1 and I have travelled 2000 additional miles because it stopped running on the interstate in the middle of no-where. I expect someone with authority to contact me with the understanding that i expect to be 'fairly compensated' I should have no out of pocket for this breakdown of my brand new vehicle. I can be reached at 816-506-8931. My case manager would not permit me to speak to his supervisor though i asked twice today.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jul 27 14:25:50 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Thank you again for taking the time to communicate with us. We're sorry we cannot provide a more favorable reply.

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 22465122
EMAIL CASE NUMBER: 2726065
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7809371V13550L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
My case #22406168. Please review the notes attached to my case. I submitted over \$900 in expenses for the problem with my 2012 Jeep Patriot. My case manager countered with approximately \$350 as payment in full. \$350 won't even reimburse me for my gas.

Comments:

I simply expect to be fairly compensated. My car has been unavailable to me since July 1 and I have travelled 2000 additional miles because it stopped running on the interstate in the middle of no-where. I expect someone with authority to contact me with the understanding that i expect to be 'fairly compensated' I should have no out of pocket for this breakdown of my

brand

new vehicle. I can be reached at 816-506-8931. My case manager would not permit me to speak to his supervisor though i asked twice today.

VIN:

CI [REDACTED]

Mileage:

8000

Servicing Dealer:

underwood motors wooster ohio

Title:

Ms.

First Name:

Middle

Last Name:

Address:

Address 2:

apt 1

City:

N.Canton

State:

OH

Zip:

Email:

Home Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jul 27 14:50:16 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7809371V13550L0KM)

my vehicle is brand new..it is a 2012..it isn't possible that you
have revid=ewed my information .it isn't possible that i am out of warranty. All
i am =asking for is the monies i spent in good faith to return from ohio to
kansa= s to pick up my car and drive it back to ohio where it is still to
this day=
being repaired. my expenses total over \$900 but i will accept \$750
as paym=ent in full. \$323.00 is completely unfair , unreasonable and is not
in the =least demonstrating concern for the people that buy your product.=0Ai
would= appreciate it if someone with mediation authority would call me on
this ma=tter. [REDACTED] i am at the limit of my patience. I should not
have any=
out of pocket expense for my brand new vehicle breaking down on the
side o=
f a highway 1000 miles from my destination but i am being asked to
simply l=
ose \$400 -\$500. Unbelievable. please have someone call me.=0A=0Ago
ahead..=
.open your present...=0A =0A=0A _____=0A

From: cu=
stomerassist <customerassist@chrysler.com>=0ATo:

Sent: Friday, July 27, 2012 1:26 PM=0ASubject: Re: Chrysler Group LLC
Custo=
mer Assistance (KMM7809371V13550L0KM)=0A =0ADear [REDACTED]=0A=0AThank
you f=
or contacting the Jeep Customer Assistance Center. =0A=0AAfter
thoroughly r=
eviewing your request and the files on this matter, we=0Arespectfully
concu=
r with the decision rendered by our Customer Service =
0ARepresentative.=0A=
=0AWe fully appreciate your concern, particularly in view of the
expense =
=0Aand inconvenience involved, however, we are unable to accommodate
your =
=0Arequest for out-of-warranty consideration. The vehicle has
exceeded the =
=0Atime and/or mileage limitations of the warranty (or warranties) we
=0Aof=
fered on the vehicle at the time it was purchased. Although we are =
0Aunabl=
e to provide a more favorable reply, we appreciate the opportunity =
0Ato re=
view your request.=0A=0AThank you again for taking the time to
communicate =
with us.=A0 We're sorry=0Awe cannot provide a more favorable reply.=
0A=0ATh=
anks again for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0 =0A=
0ASincerely, =
=0A=0AHeather=A0 =0A=0ACustomer Service Representative =0AJEEP
Customer Ass=
istance Center=0A=0AFor any future communications related to this

email, pl=
ease refer to the=0Afollowing information: =0AREFERENCE NUMBER:
22465122=0A=
EMAIL CASE NUMBER:=A0 2726065 =0AREPLY LINK:
[http://www.chrysler.com/wccs/b=
rand_forms/us/reply.jsp?trk_ID=3DKMM7809371V13550L0KM&=0A=0A=0A=0A=
0AOrigin=
al Message Follows:=0A-----=0AUS Customer Service
- Jeep=
Brand Site=0ABrief Description: =0AMy case #22406168. Please review
the no=
tes attached to my case. I =0Asubmitted=0Aover \\$900 in expenses for
the pro=
blem with my 2012 Jeep Patriot. My =0Acase=0Amanager countered with
approximate=0A
mately \\$350 as payment in full. \\$350 =0Awon't=0Aeven reimburse me for
my ga=
s.=0A=0AComments:=0AI simply expect to be fairly compensated. My car
has be=
en unavailable to=0Ame=0Asince July 1 and I have travelled 2000
additional =
miles because it =0Astopped=0Arunning on the interstate in the middle
of no=
-where. I expect someone =0Awith=0Aauthority to contact me with the
underst=
anding that i expect to be =0A'fairly=0Acompensated' I should have no
out o=
f pocket for this breakdown of my =0Abrand=0Anew vehicle. I can be
reached =
at 816-506-8931. My case manager would =0Anot=0Apermit me to speak to
his s=
upervisor though i asked twice today.=0A=0A=0A=0AVIN:=0A=A0 =A0 =A0
CD5728=
54=0AMileage:=0A=A0 =A0 =A0 8000=0AServicing Dealer:=0A=A0 =A0 =A0
underw=
ood motors wooster ohio=0ATitle:=0A=A0 =A0 =A0 Ms.=0AFirst Name:=
0A=A0 =A0=
=A0 ██████████=0AMiddle Initial:=0A=A0 =A0 =A0 M=0ALast Name:=0A=A0
=A0 =A0 =
██████████=0AAddress 1:=0A=A0 =A0 =A0 ██████████=0AAddress 2:=0A=A0
=A0 =A0=
apt 1=0ACity:=0A=A0 =A0 =A0 N.Canton=0AState:=0A=A0 =A0 =A0 OH=
0AZip:=
=0A=A0 =A0 =A0 ██████████=0AEmail:=0A=A0 =A0 =A0 ██████████
0AHome =
Phone:=0A=A0 =A0 =A0 ██████████](http://www.chrysler.com/wccs/b= rand_forms/us/reply.jsp?trk_ID=3DKMM7809371V13550L0KM&=0A=0A=0A=0A=0AOrigin=)

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jul 27 16:13:32 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7809371V13550L0KM)
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2726065

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7809553V20012L0KM&

Original Message Follows:

my vehicle is brand new..it is a 2012..it isn't possible that you have reviewed my information .it isn't possible that i am out of warranty. All i am asking for is the monies i spent in good faith to return from ohio to kansas to pick up my car and drive it back to ohio where it is still to this day being repaired. my expenses total over \$900 but i will accept \$750 as payment in full. \$323.00 is completely unfair , unreasonable and is not in the least demonstrating concern for the people that buy your product.i would appreciate it if someone with mediation authority would call me on this matter. 816-506-8931. i am at the limit of my patience. I should not have any out of pocket expense for my brand new vehicle breaking down on the side of a highway 1000 miles from my destination but i am being asked to simply lose \$400 -\$500. Unbelievable. please have someone call me.

go ahead...open your present...

From: customerassist <customerassist@chrysler.com>
To: [REDACTED]
Sent: Friday, July 27, 2012 1:26 PM
Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7809371V13550L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

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Sincerely,

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Jeep Customer Assistance Center

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REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7809371V13550L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
My case #22406168. Please review the notes attached to my case. I submitted over \$900 in expenses for the problem with my 2012 Jeep Patriot. My case manager countered with approximately \$350 as payment in full. \$350 won't even reimburse me for my gas.

Comments:

I simply expect to be fairly compensated. My car has been unavailable to me

since July 1 and I have travelled 2000 additional miles because it stopped running on the interstate in the middle of no-where. I expect someone with authority to contact me with the understanding that i expect to be 'fairly compensated' I should have no out of pocket for this breakdown of my brand new vehicle. I can be reached at 816-506-8931. My case manager would not permit me to speak to his supervisor though i asked twice today.

VIN:

CI

Mileage:

8000

Servicing Dealer:

underwood motors wooster ohio

Title:

Ms.

First Name:

Middle

Last Name:

Address:

Address 2:

apt 1

City:

N.Canton

State:

OH

Zip:

Email:

Home:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Aug 02 15:28:40 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7809553V20012L0KM)

Dear Heather, I think it would be a really good idea for you to review the first response that you sent to me on 7-26-2012. You indicated that my vehicle was no longer in warranty which is laughable since it is a brand new car...a 2012 Jeep Patriot warranted for at least 36,000 miles. I guess instead of actually looking at my case you simply responded with whatever came to mind. I am copying your responses and forwarding them along with all my other documentation for legal review. I would strongly suggest that you thoroughly read the notes associated with my case as well as thoroughly review my warranty for my brand new car before you respond. I am in active communication with a case manager there as well as a case supervisor. Your responses will be forwarded to them as well. I buy a new vehicle every 2-3 years so that I always have a car that is fully warranted. Working in customer service I know repeat business is what keeps the automotive business going. I have never jumped through so many hoops and /or been treated so shoddily when I am clearly not at fault and clearly still in full warranty. Without real effort on the part of every single Chrysler/Jeep employee that I do business with, to make the experience as painless and stressless as possible for me I will make sure that everyone that I know steers clear of your products. Should you decide to respond it would behoove you to read my case and to be aware that my car broke down on 6-30-2012 and as of this moment it is still being serviced! [REDACTED]

[REDACTED] From: customerassist
<customerassist@chrysler.com>
To: [REDACTED] Sent: Friday, July 27, 2012 4:14 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7809553V20012L0KM)
Dear [REDACTED]: Thank you for contacting the Jeep Customer Assistance Center. Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined. Any future communication related to this issue will be retained in corporate records. If at some future date, we can be of assistance to you in some

other =0A=
area, please let us know.=0A=0AThanks again for your email.=A0=A0=A0
=A0=A0=
=A0 =A0=A0=A0 =0A=0ASincerely, =0A=0[REDACTED]A0 =0A=0ACustomer
Service Repr=
esentative =0AJeep Customer Assistance Center=0A=0AFor any future
communica=
tions related to this email, please refer to the=0Afollowing
information: =
=0AREFERENCE NUMBER: =0AEMAIL CASE NUMBER:=A0 2726065 =0AREPLY LINK:
http://=
/www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
3DKMM7809553V20012L0=
KM&=0A=0A=0A=0AOriginal Message Follows:=
0A-----=0Amy=
vehicle is brand new..it is a 2012..it isn't possible that you have
=0Arev=
iewed my information .it isn't possible that i am out of warranty. =
0AAll i=
am asking for is the monies i spent in good faith to return from =
0Aohio t=
o kansas to pick up my car and drive it back to ohio where it is =
0Astill t=
o this day being repaired. my expenses total over \$900 but i will=
0Aaccept =
\$750 as payment in full. \$323.00 is completely unfair , =
0Aunreasonable and=
is not in the least demonstrating concern for the =0Apeople that buy
your =
product.i would appreciate it if someone with =0Amediation authority
would =
call me on this matter. 816-506-8931. i am at =0Athe limit of my
patience. =
I should not have any out of pocket expense =0Afor my brand new
vehicle bre=
aking down on the side of a highway 1000 =0Amiles from my destination
but i=
am being asked to simply lose \$400 =0A-\$500. Unbelievable. please
have so=
meone call me.=0A=0A=0Ago ahead...open your present...=0A=0A=0A=
0AFrom: cus=
tomerassist <customerassist@chrysler.com>=0Ato:
bmarie4keeps@yahoo.com =0AS=
ent: Friday, July 27, 2012 1:26 PM=0ASubject: Re: Chrysler Group LLC
Custom=
er Assistance =0A(KMM7809371V13550L0KM)=0A=0A=0ADear Bonita:=0A=
0AThank you=
for contacting the Jeep Customer Assistance Center. =0A=0AAfter
thoroughly=
reviewing your request and the files on this matter, we=
0Arespectfully con=
cur with the decision rendered by our Customer Service =
0ARepresentative.=
=0A=0AWe fully appreciate your concern, particularly in view of the
expense=
=0Aand inconvenience involved, however, we are unable to accommodate
your =
=0Arequest for out-of-warranty consideration. The vehicle has
exceeded the =
=0Atime and/or mileage limitations of the warranty (or warranties) we
=0Aof=
fered on the vehicle at the time it was purchased. Although we are =
0Aunabl=
e to provide a more favorable reply, we appreciate the opportunity =

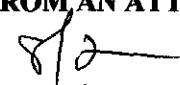
0Ato re=
view your request.=0A=0AThank you again for taking the time to
communicate =
with us.=A0 We're sorry=0Awe cannot provide a more favorable reply.=
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anks again for your email.=A0 =A0 =A0 =A0 =A0 =A0 =A0 =0A=0ASincerely, =
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Assistance =
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0AEMAIL CA=
SE NUMBER:=A0 2726065 =0AREPLY LINK:
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Messa=
ge Follows:=0A-----=0AUS Customer Service - Jeep
Brand S=
ite=0ABrief Description: =0AMy case #22406168. Please review the
notes atta=
ched to my case. I =0Asubmitted=0Aover \$900 in expenses for the
problem wit=
h my 2012 Jeep Patriot. My =0Acase=0Amanager countered with
approximately \$=
350 as payment in full. \$350 =0Awon't=0Aeven reimburse me for my gas.
=0A=0A=
Comments:=0AI simply expect to be fairly compensated. My car has been
unava=
ilable to=0Ame=0Asince July 1 and I have travelled 2000 additional
miles be=
cause it =0Astopped=0Arunning on the interstate in the middle of no-
where. =
I expect someone =0Awith=0Aauthority to contact me with the
understanding t=
hat i expect to be =0A'fairly=0Acompensated' I should have no out of
pocket=
for this breakdown of my =0Abrand=0Anew vehicle. I can be reached at
816-5=
06-8931. My case manager would =0Anot=0Apermit me to speak to his
superviso=
r though i asked twice today.=0A=0A=0A=0AVIN:=0A=A0 =A0 =A0 CD572854=
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wooster ohio=0ATitle:=0A=A0 =A0 =A0 Ms.=0AFirst Name:=0A=A0 =A0 =A0
[REDACTED]
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[REDACTED]

Motor Vehicle Defect Notification

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

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

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



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

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

Description of continuing defect(s) or condition(s) WHILE DRIVING the ENGINE STALLS Out, AND the STEERING LOCKS UP. THIS HAPPENS WHEN MAKING A LEFT OR RIGHT TURN, At A STOP LIGHT OR STOP SIGN AND WHILE DRIVING AT A CONSTANT SPEED

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

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

Vehicle Make JEEP Model PATRIOT Fwd SPORT Utility ^{4DOOR} Year 2011

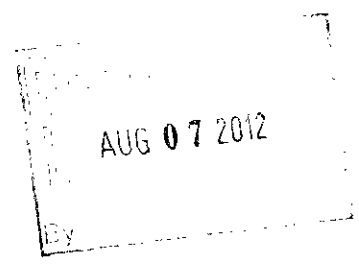
VIN 1J4IN1T11G1A161B1D [Redacted] Date of Delivery 1/5/11

Name and City/State of selling dealer or leasing company (if applicable)
FERMAN CHRYSLER JEEP DODGE RAM OF NEW PORT RICHEY, FL.

Name and City/State of authorized service agent(s) attempting previous repairs:
GREENWAY JEEP, ORLANDO, FL // Ferman JEEP, LUTZ, FL
ORLANDO DODGE JEEP, ORLANDO, FL // Ferman JEEP, NEW PORT RICHEY, FL

Consumer Name [Redacted]
Address [Redacted]
NEW PORT RICHEY, FL

Signature [Redacted]
Date Mailed 8/2/12 ()





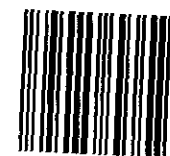
New Port Richey FL



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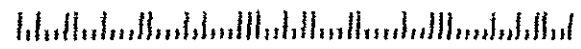


48321

U.S. POSTAGE
PAID
ELFERS, FL
34680
AUG 02, 12
AMOUNT
\$5.75
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**RETURN RECEIPT
REQUESTED**

CHRYSLER GROUP LLC
CUSTOMER CENTER
P.O. Box 21-8004
AUBURN HILLS, MI
48321-8004





BBB of Detroit & Eastern Michigan
26777 Central Park Blvd, Ste. 100
Southfield, MI 48076-4163
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

9/6

09/05/2012

Carol Alexander
Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321

Dear Carol Alexander:

The Better Business Bureau has received information from one of your customers expressing concern with a recent business transaction. The concern was submitted on 9/2/2012 11:48:02 AM and was assigned an ID of 9199386. Below is the information provided by the consumer. The BBB requests that you please review this information and respond within the next seven business days.

One of your Better Business Bureau benefits is our assistance in achieving a mutually satisfactory settlement when such a problem occurs. Your prompt reply will enable us to help you not only in resolving this matter, but also in retaining your customer's confidence and good will.

Sincerely,

Better Business Bureau
Danae Hanes
Trade Practices Consultant
Fax: 248-356-5156

COMPLAINT INFORMATION:

BBB Case # 9199386 - Chrysler Group, LLC

Customer Information:

[Redacted]
Rancho Cucamonga , CA [Redacted]

[Redacted]

The details of this matter are as follows:**Complaint Involves:**

Guarantee Or Warranty Issues

Customer's Statement of the Problem:

ON A SATURDAY, MY WIFE WAS ON THE FREEWAY DRIVING ABOUT 70MPH, AWAY FROM HOME, HEAVY TRAFFIC AND 3 KIDS IN THE PATRIOT. THE JEEP LOST ALL POWER (SAW THE RED LIGHTENING BOLT INDICATOR ON THE DASH), THEN STALLED AND SHE HAD TO IMMEDIATELY TRANSITION TO THE EDGE OF THE FREEWAY, WHICH HAD A VERY NARROW SHOULDER. SHE ATTEMPTED FOR AN HOUR AND A HALF TO START THE JEEP. A STATE TROOPER SHOWED UP ADVISED IT WAS UNSAFE FOR THE KIDS. THE TROOPER TOOK THE KIDS TO THE LOCAL CHRYSLER/JEEP DEALER. THE JEEP WAS TAKEN TO LOCAL DEALER. THE SALES MANAGER, AFTER THE JEEP CAME OFF THE TOW TRUCK WAS ABLE TO START THE JEEP. HE SAID MAYBE SHE ACCIDENTALLY ACTIVATED THE 4WD, THEN PROCEEDED TO TAPE IT DOWN AND TOLD HER IF IT RUNS OK ON SUNDAY SHE SHOULD BE OK TO DRIVE HOME. MY WIFE WAS ABLE TO DRIVE THE PATRIOT SUNDAY AND STARTED HOME ON MONDAY. ABOUT 30 MILES FROM HOME IT HAPPENED AGAIN, THE LIGHTENING BOLT, LOST ALL POWER AND IT STALLED. SHE WAS ON THE FREEWAY AT 70MPH AND HAD TO MERGE TO THE SHOULDER WITH MEDIUM TRAFFIC CONDITIONS. SHE TRIED TO START THE PATRIOT FOR 40 MINUTES, IT DID NOT START. WHILE WAITING FOR THE TOW TRUCK A CHP OFFICER STOPPED, STATED AS THE TROOPER HAD PREVIOUSLY, IT WAS UNSAFE FOR THE KIDS TO BE ON THE FREEWAY. HE TOOK THEM TO THE LOCAL CHRYSLER/JEEP DEALER SO THEY WOULD BE SAFE. BOTTOM LINE "THE JEEP LOST ALL POWER (SAW THE RED LIGHTENING BOLT INDICATOR ON THE DASH), THEN STALLED" TWICE IN 3 DAYS. CHRYSLER/JEEP TO DATE HAS STATED, IF THERE ARE NO CODES THERE IS NOTHING THEY CAN DO. THIS VEHICLE IS UNSAFE TO DRIVE AS INDICATED BY MY WIFE'S EXPERIENCE AND 7 OTHER COMPLAINTS LISTED ON THIS SITE. PLEASE DO SOMETHING ABOUT THIS UNSAFE VEHICLE CONDITION BEFORE SOMEBODY GETS KILLED.

Desired Settlement:

Refund the purchase price of the car including official fees we have incurred such as finance charges, towing, and rental car costs minus the usage fees.Or a new vehicle of the exact same kind and options without being charged the official fees we have incurred such as finance or usage fees. Chrysler also would be required to pick up all rental car charges incurred.

Additional Comments from Consumer:

BBB of Detroit & Eastern Michigan
26777 Central Park Blvd, Ste. 100
Southfield, MI 48076-4163
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

09/04/2012

[REDACTED]
Rancho Cucamonga , CA [REDACTED]

Dear [REDACTED]

The Better Business Bureau has received the complaint that you submitted on 9/2/2012 11:48:02 AM against Chrysler Group, LLC. For your records, this complaint was assigned ID 9199386 in our system.

Before processing the complaint, we need you to provide some additional information. Please respond to the following points:

- Please provide the VIN (1C4NJRRBB6CD [REDACTED]) for the vehicle and the name and address of the dealer where the vehicle was purchased.

HUNTINGTON BEACH CHRYSLER JEEP

16701 BEACH BLVD

HUNTINGTON BEACH, CA 92647

7148413999

Once you respond, we will review your complaint again and follow up with next steps. Thank you for your prompt reply.

Regards,

Danae Hanes
Better Business Bureau
Fax: 248-356-5156

Note: The text of your complaint may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post the text of your complaint, in accordance with BBB policy). Please do not include any personally identifiable information when you tell us about your problem or in your desired outcome. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Thank you for your assistance,

[REDACTED]

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.




Better Business Bureau Serving Eastern Michigan
26777 Central Park Blvd., Suite 100
Southfield, MI 48076-4163

METROPLEX MI 480

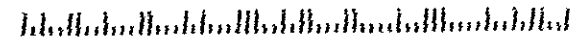
06 SEP 2012

FIRST CLASS



UNITED STATES POSTAGE

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MAILED FROM ZIP CODE 48076

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September 7, 2012

Better Business Bureau
of Detroit & Eastern Michigan
26777 Central Park Blvd., Ste. 100
Southfield, MI 48076-4163

Ms. Danae Hanes
Fax: 248-356-5156

BBB Case No.: 9199386 – David Porter
Our File No.: 22598889

Dear Ms. Hanes:

Thank you for forwarding the complaint from Mr. [REDACTED] and his 2012 Jeep Patriot to the Chrysler Customer Center.

The issue he is experiencing with stalling is being reviewed by Chrysler technicians. They are trying to resolve this problem. I have sent an email to the customer relations manager that oversees the dealerships in the area to make her aware of this vehicle and the owner's request.

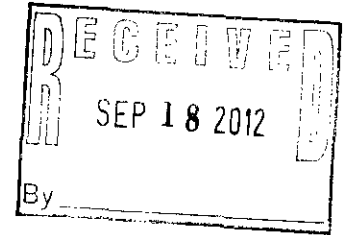
Sincerely,

Carol
Senior Staff

CLA/ss

September 8, 2012

Jeep Chrysler Corporation
1000 Chrysler Dr.
Auburn Hills, MI 48326



Attn: Michael Manley
CEO Jeep Division

Re: 2012 Jeep Patriot
VIN # 1C4NJRBB6C[REDACTED]

Dear Mr. Manley:

On Saturday, August 18, 2012, approximately after 2.5 hours of freeway driving on Interstate 15 Northbound towards Las Vegas, Nevada, my 2012 Jeep Patriot as referenced above displayed a warning red lightning bolt flashing light on the dashboard. All of a sudden my rpm's dropped, and then my Patriot totally stalled out on the freeway. I managed to barely coast to the right shoulder when my vehicle totally locked up. This situation was extremely dangerous to me, my two kids, and my daughter's boyfriend. We experienced large trucks and vehicles traveling at 70+ miles per hour coming to a sudden stop behind us. When the Patriot stalled out it coasted to the shoulder and died, partially in the right hand lane of traffic. This was a very dangerous place to be. The outside temperature was at approximately 107 degrees.

I called Auto Club immediately and told them I was in a dangerous place on the right shoulder for myself and my family. I told them to send a highway patrolman out to help us and a tow truck as soon as possible. At this point I am in shock that my brand new vehicle of only 6.5 months would be stalled out. The Auto Club stated they would tow me to the nearest Jeep Chrysler dealership in Henderson, Nevada. My family and I waited 1.5 hours for the tow truck to arrive. During this time, I kept on trying to see if the Patriot would turn over. It never did. I also checked my owner's manual to find out what this red bolt of lightning warning light means (see attached copy of page). It meant a problem with the electronic throttle system. A Nevada Safety Shuttle pulled up to assist us. The driver said we were in a very dangerous situation and that he could transport my two kids to the Henderson dealership. I was on the phone with Derick Georn, Service Manager of the Henderson, Nevada Jeep dealership. Mr. Georn informed me that his service department closed at 1:00pm. I stated to please wait for us and that my vehicle

would be towed to him in approximately 30 minutes. The time was approximately 12:15pm. Mr. Georn said he would not wait for us and that it would take hours for us to arrive. Mr. Georn stated he was going home and he wouldn't keep any of his service techs to wait for our Patriot either. I couldn't believe his attitude and lack of customer care. As soon as I hung up the phone with Mr. Georn, the Auto Club tow truck arrived. We arrived at the Chapman Jeep dealership at approximately 12:45pm. I thought someone in the service department would be there to help us. Upon our arrival in the tow truck and with the Nevada Safety Shuttle, I found out no one was there in the service department. I was very upset and stressed.

The only person who took the time to look at my Patriot was Alex Sobalvarro, a Floor Manager at Chapman Jeep. He provided my family and me cold drinks and a snack. We were hot and exhausted. When the Patriot was taken off the tow truck, it suddenly turned over for Mr. Sobalvarro. Mr. Sobalvarro took the Patriot and checked it out with some computer device. He stated he couldn't get a read about the problem, and that sometimes the computer will do a reset. He taped down the 4wd lever because the tow truck driver might have pushed the lever by accident when taking the vehicle off the truck. Mr. Sobalvarro was extremely helpful and empathetic about our situation. He gave me his business card and personal cell number if I should have any problems when vacationing in the city of Las Vegas. I drove the Patriot around the strip on Saturday evening and all day Sunday. I didn't experience any problem during that time. My children and I left Las Vegas at approximately 1:00pm on Monday, August 20, 2012. We were returning to our home in Rancho Cucamonga, California.

On Monday, August 20, 2012, approximately 2.5 hours into the drive back home on Interstate 15 Southbound; my above referenced Patriot displayed the same flashing red lightning bolt on the dashboard. My rpm's dropped suddenly and it completely stalled out just as it did two days before. This is another situation where our safety was involved. I coasted again to the right shoulder with racing traffic behind me. A second time my family and I were in danger. Now we were stranded in Victorville, California. I called Auto Club again for a tow. The time is approximately 3:30pm. The Auto Club put me through to a Jeep dealership in Barstow, CA. I talked to a Jose Nunez in the service department. He was very helpful and stated he had seen several Patriots with this same electronic throttle problem. We discussed having our Patriot towed to his dealership, but they were not the closest dealership for the tow.

As I finished my conversation with Mr. Nunez, a California Highway Patrolman pulled up. He told my family and me we were in a dangerous place on the right shoulder. He stated we should get out of the Patriot and stand on the other side of the vehicle for safety reasons. His name was David Williams, an exemplary and

caring officer. Mr. Williams drove my family to Victorville Motors for their safety. He then returned to check on me as I was already in the tow truck. He actually cared about the safety of my family and me.

My above referenced Patriot was towed to Victorville Motors Jeep at approximately 4:00pm. I checked the Patriot in with Brad Tietjens, a service advisor. I explained to Mr. Tietjens about what happened in Henderson, Nevada at the Chapman Jeep dealership. Attached is the work order dated 20 August 2012. The work order read a promised time of 21:00 or 9:00pm. Mr. Tietjens' service department was open until 9:00pm. He stated he would get back to me. He then set me up with a rental car through Enterprise. He told me they would cover up to 5 days of the rental car for the repair.

On August 21, 2012, I called Brad Tietjens at Victorville Motors. Brad said he couldn't repair anything because the red lightning bolt warning light wasn't on today. He said the diagnostics came out without a problem. I asked him why a mechanic didn't check out my warning light problem as soon as it was towed in at 4:00pm yesterday. His service department was open until 9:00pm. He said no one had time to check it out. I explained to him the same situation happened in Las Vegas after 2 hours. I told him he should have checked it right away. Mr. Tietjens called Jose Nunez in Barstow to talk to him about our problem. Jose told Brad he had seen this problem in other Patriots and that the electronic throttle assembly part needed to be replaced. Brad told me he couldn't do that because it would cost a lot of money to replace it, and he didn't know if that was the exact problem.

I told Brad that my family and I could have been hit by another vehicle on the freeway twice because of the sudden drop of power and complete stall out in the Patriot. Brad came across as if he really didn't care about my safety or my family's safety. I told Brad my husband wanted to talk to his service manager, Marshall Meyers. Brad said Mr. Meyers would call Dave tomorrow morning as my husband requested.

On Wednesday, August 22, [REDACTED] my husband spoke to Ken Brookins, Service Manager at Huntington Beach Jeep. We bought our 2012 Patriot from Huntington Beach in January of this year. Ken told [REDACTED] he needed to file a formal complaint to Jeep in order to get anything repaired. Ken also told [REDACTED] he would have the Patriot towed from Victorville to Huntington Beach. Ken also stated he would do whatever necessary to repair our Patriot. On this date, I filed a formal complaint with Jeep Chrysler. My case manager's name is Henry at (800) 763-8422 ext. 66118. My assigned case number is 22548433. At 4:45pm today, Marshall Meyers, Service Manager, Victorville Motors finally calls my husband [REDACTED] [REDACTED] couldn't answer his call because he was driving the company van with employees as

passengers. I called Marshall back at 5:45pm when [REDACTED] arrived at home. The call was transferred to Brad Tietjens who told me they would not fix our vehicle and that I would have to pay for the rental today and any other days beyond. I told Brad we filed a complaint with Jeep and that Marshall would get a call from our case manager tomorrow. I also left a voicemail message for Marshall.

On August 23, I called Enterprise in Victorville. I talked to Adam. Adam stated Victorville Motors would pay for my rental through 8/22. Adam said I would have to pay for the daily rental starting today at \$35 per day.

On August 27, I called Ken Brookins, Huntington Beach Service Manager, and asked if he could help to expedite the towing of our Patriot through his Area Manager. I left a voicemail message. I also called Adam at Enterprise. Adam needed authorization for Huntington Beach to pay for the car rental days.

On August 28, I talked to Henry, our case manager. I was really stressed, now eight days have passed. Henry stated Huntington Beach will take care of the tow and that the Area Manager was very sympathetic with our difficult situation.

On August 29, Paul Ullom, service rep at Huntington Beach called to report the Patriot was towed and arrived in Huntington Beach. He then stated that Huntington Beach would begin to pay on my rental car this date.

On August 31, Paul Ullom contacted the Jeep Tech Team regarding our Patriot problem. The team stated there is possibly a fuel line problem. Paul said they wouldn't check it out until the day after Labor Day, September 4th.

On September 1, my husband [REDACTED] filed a complaint with the NTSTA, Complaint No. 10472705. [REDACTED] has found seven other documented Jeep Patriots with the same problem (complaint numbers provided if requested).

On September 3rd, my husband filed a formal complaint with the Better Business Bureau, Complaint No. 9199386.

On September 4, Paul from Huntington Beach called and left me a message. He stated they were now taking the fuel tank apart and testing it. They were checking it today and wouldn't know anything until tomorrow.

On September 5, I called Paul from Huntington Beach to set up a meeting for Friday, September 7th. I requested Ken Brookins be present and the Manager of the dealership. Dave and I would both be there around 10:00am. Paul agreed. He then transferred me to Ken's voicemail. I tried calling Henry our case manager twice today and left two voicemail messages. He never returned my calls.

On September 6, Paul Ullom from HB Jeep called and left me a message. The message was that the Jeep Tech Team told him to replace the fuel pump, and that the part was on back order for several days. Paul said the testing on the fuel tank came back acceptable. I returned Paul's message and told Paul by phone that our intent was to come in to the HB dealership tomorrow to discuss this difficult situation regarding our Patriot. Paul was very open to that and wanted to make sure Ken Brookins was available. Ken and I played telephone tag today as I was teaching students in my school.

On September 7, now 20 days into this stressful nightmare, [REDACTED] and I drove out to Huntington Beach Jeep to meet with Ken Brookins. At this point, I am still driving an Enterprise rental car. As a service manager, Ken explained all of the steps taken to troubleshoot the problem. [REDACTED] and I told Ken we understood all that, and that we appreciated all of his efforts. [REDACTED] and I told Ken that we couldn't drive the above referenced Patriot on long trips anymore due to the problem it has and fearing the safety for ourselves and our family. We also expressed our fear of being stranded far away from home again. [REDACTED] and I told Ken we were justified within the Lemon Law and that we were inquiring about the process to get our Patriot replaced. Ken said he completely understood our position and that under our circumstances he would probably take that same position. Ken said our Patriot would continue to have the repair completed and that the replacement process could take up to two months. [REDACTED] and I explained to Ken that we have a family wedding to attend in Boise, Idaho and that we would be leaving on September 21. We pointed out to him that taking our Patriot on the trip under the circumstances would be out of the question. [REDACTED] and I stated we would need a rental vehicle for the long trip. Ken agreed and that the next step in getting our Patriot replaced would be notifying the District Manager, Sheri Whiteside. Ken requested a faxed copy of this letter to him by Monday, September 10th. Ken Brookins was very helpful and understanding about our situation. He said after our Patriot was repaired, we would have to drive it until our replacement vehicle process was authorized. Upon authorization, we would turn in our Patriot for another vehicle replacement. [REDACTED] and I told Ken we only wanted to work with Huntington Beach Jeep for the replacement vehicle. [REDACTED] and I also told Ken that if we didn't get the cooperation from management regarding this replacement, then we would need to hire a Lemon Law attorney. We are also aware that the attorney fees would be paid for by Jeep Chrysler. Henry the case manager from Jeep called and talked to [REDACTED]. Henry informed [REDACTED] that our case was out of his jurisdiction now and that Huntington Beach will assume responsibility for our case. [REDACTED] and I questioned why a corporate customer care representative would "bail out" of our situation now. We didn't understand that at all.

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My husband and I are working professionals. I am a school teacher and [REDACTED] is a Sr. Systems Engineer. We are connected to many friends and acquaintances. At this point, we wouldn't be prone to encourage anyone to purchase or lease a Jeep based on the mechanical problem with our Patriot and the lack of customer care at some of your dealerships. When I require payment on any of these car rental days, expect a follow up letter along with a copy of my rental invoice. Please reimburse me as soon as you receive my bill.

Prior to these breakdowns, we were very happy with our Patriot. It was meeting all of our needs for passenger and cargo space, fuel economy and the occasional need for the extra traction of the four wheel drive. That is why we prefer to replace it with another comparable new one.

At this time, [REDACTED] and I are exercising our rights within the Lemon Law. We believe the repair is not identifiable and with all of the safety issues involved, we cannot continue to drive the above referenced Patriot. We will not endanger our children's lives or anyone else's.

Very truly yours,

[REDACTED]
[REDACTED]
Rancho Cucamonga, CA [REDACTED]
[REDACTED]

Cc: Jeep Customer Care

WHAT TO DO IN EMERGENCIES

- Oil Pressure Warning Light

- This light indicates low engine oil pressure. If the light turns on while driving, stop the vehicle and shut off the engine as soon as possible. A chime will sound for four minutes when this light turns on.
- We recommend you do not operate the vehicle or engine damage will occur. Have the vehicle serviced immediately.

- Anti-Lock Brake (ABS) Light

- This light monitors the Anti-Lock Brake System (ABS).
- If the light is not on during starting, stays on, or turns on while driving, we recommend you drive to the nearest service center and have the vehicle serviced immediately.

- Electronic Throttle Control (ETC) Light

- This light informs you of a problem with the Electronic Throttle Control (ETC) system.
- If a problem is detected, the light will come on while the engine is running. Cycle the ignition when the vehicle has completely stopped and the shift lever is placed in the PARK position; the light should turn off.
- If the light remains lit with the engine running, your vehicle will usually be drivable; however, see an authorized service center immediately. If the light is flashing when the engine is running, immediate service is required and you may experience reduced performance, an elevated/rough idle or engine stall and your vehicle may require towing.

- Air Bag Warning Light

- If the light is not on during starting, stays on, or turns on while driving, have the vehicle serviced by an authorized service center immediately.

4WD! - 4WD System Fault Indicator Light

- When lit solid: There is a 4WD system fault. The 4WD performance will be at a reduced level. We recommend you do not operate the vehicle. Have the vehicle serviced immediately.
- When blinking: The 4WD system is temporarily disabled due to overload condition.

- Transmission Temperature Warning Light

- This light indicates that there is excessive transmission fluid temperature that might occur with severe usage such as trailer towing. If this light turns on, you will experience reduced vehicle performance until the automatic transmission cools down. If the overheating continues, stop the vehicle and run the engine at idle, with the transmission in NEUTRAL, until the light turns off. Once the light turns off, you may continue to drive normally.

Fuel Cap/Loose Gas Cap Message

- If a "gas cap" message (shown as gASCAP) appears, tighten the gas cap until a "clicking" sound is heard.

CUSTOMER #:144372

301017



WORKORDER

Chrysler Jeep Dodge Ram
14617 CIVIC DRIVE · VICTORVILLE, CA 92394-0844
(760) 245-7991 · (800) 375-3498
www.victorvillemotors.com

PAGE 1

BAR # ARD-006422 EPA # CAR-000169987

ETTIWANDA, CA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1955 TIETJENS, BRADLEY

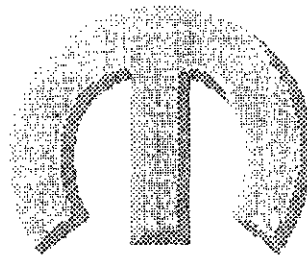
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	12	JEEP PATRIOT	1C4NJRBB6CD [REDACTED]		13057/	T9054	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN12 DD			21:00 20AUG12		0.00	CASH	
R.O. OPENED	READY	OPTIONS: DLR:64855 ENG:2.4_Liter					
20AUG2012 17:21							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A 26900 W95 GUEST STATES THAT THE VEHICLE'S RPMS DROPPED. A RED LIGHTNING BOLT CAME ON PLEASE CK AND ADVISE

B INSP

C PERFORM VEHICLE INSPECTION REPORT

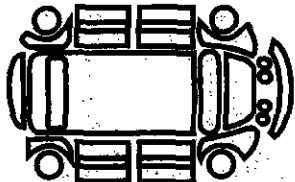
Quality inspection performed.



MOPAR

QUALITY INSPECTION PERFORMED BY _____

HAZARDOUS WASTE	ORIGINAL EST. 0.00	TEARDOWN EST.
\$	\$	\$



Tire pressure check/inflation service was performed.
 RF _____ psi LF _____ psi RR _____ psi LR _____ psi

 Initials

Guest declined tire pressure check/inflation service.

AUTHORIZED BY X	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

GUEST'S INITIALS

SERVICE ADVISOR'S INITIALS

CUSTOMER COPY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Jeep®

2012 MODEL YEAR PATRIOT SPORT 4X4

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

Base Price: \$17,745

JEEP PATRIOT SPORT 4X4

Exterior Color: Mineral Gray Metallic Clear Coat Exterior Paint

Interior Color: Dark Slate Gray Interior Colors

Interior: Premium Cloth Bucket Seats

Engine: 2.4-Liter I4 DOHC 16-Valve Dual VVT Engine

Transmission: Continuously Variable Transaxle II

STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT) FUNCTIONAL/SAFETY FEATURES

Advanced Multistage Front Airbags
Supplemental Side-Curtain Front and Rear Airbags
Active Head Restraints
Electronic Stability Control
Antilock 4-Wheel Disc Brakes
Hill Start Assist
Brake Assist
Speed Control
Sentry Key® Theft Deterrent System
Interior Removable / Rechargeable LED Flashlight
Rear Window Defroster
Rear Window Wiper / Washer
Tire Pressure Monitor with Warning Lamp
12-Volt Auxiliary Power Outlet
Power Accessory Delay

INTERIOR FEATURES

Rear 60 / 40 Split Folding Seat
Media Center 130 CD/MP3
Audio Jack Input for Mobile Devices
4 Speakers
Full-Length Floor Console with Sliding Armrest
Tilt Steering Column
Premium Front and Rear Carpeted Floor Mats

EXTERIOR FEATURES

16-Inch x 6.5-Inch Styled Steel Wheels
P205/70R16 BSW All Season Tires
Compact Spare Tire
Side Roof Rails
Halogen Headlamps
Fog Lamps
Deep Tint Sunscreen Glass

Manual Fold-Away Mirrors
Body-Color Grille
Lower Body Side Accent Cladding

OPTIONAL EQUIPMENT

Customer Preferred Package 26A

Continuously Variable Transaxle II \$1,100
Tip Start
AutoStick® Automatic Transmission
Air Conditioning \$895
Uconnect® Voice Command with Bluetooth® \$475
Auto-Dimming Rearview Mirror with Microphone
USB Port for Mobile Devices
SiriusXM Satellite Radio w/ 1-Yr Radio Subscription
For More Information, Call 1-888-539-7474

DESTINATION CHARGE

\$780

TOTAL PRICE: * \$20,995

WARRANTY COVERAGE

5-year or 100,000-mile Powertrain Limited Warranty.
3-year or 36,000-mile Basic Limited Warranty.
24-hour towing assistance; certain restrictions apply.
Ask Dealer for a copy of the limited warranties or see your owner's manual for details.

**5 YEAR / 100,000 MILE
POWERTRAIN WARRANTY**

Assembly Point/Port of Entry: BELVIDERE, ILLINOIS, U.S.A.

VIN: 1C4-NJRBB6CD

L4-VON: 8609

1214

SHIPTO: 24100 05
HUNTINGTON BEACH CHRYSLER DODGE
16701 BEACH BLVD
HUNTINGTON BEACH CA 92647-4814

SOLDTO: 71 24100
HUNTINGTON BEACH CHRYSLER DODGE
16701 BEACH BLVD
HUNTINGTON BEACH CA 92647-4814

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.

Please note:

The following attachment is confirmation of our maintenance record. On 6-8-12 the odometer reading is 7,908.5, the service technician entered the tenths position. That is why it looks different from the other odometer readings.

If you should have any questions, please contact Sam Torres, Store Manager.

08/26/12

VEHICLE HISTORY

10:11:19

MOUNTAIN VIEW TIRE & SVC INC
14373 BASELINE RD

FONTANA, CA 92336
(909) 355-3444

CUSTOMER: 04939 CASH
[REDACTED]
ETIWANDA, CA [REDACTED]

1961
HOME PHONE: [REDACTED]
BUSINESS:
BILL TO ACCT: 1961

TAX STATUS: TAXABLE
C/O/B: CONSUMER
STATUS:
LAST INVOICE: 074966

LAST PURCHASE DATE: 08/26/12
PURCHASES THIS MONTH: 25.95
YEAR TO DATE TOTAL: 74.85
TOTAL PRIOR YEAR: 0.00

VEHICLE IDENTIFICATION: 12 JEEP TRUCK PATRIOT

LICENSE: [REDACTED]
LICENSE STATE: CA
COLOR: GRAY

LAST SERVICE: 08/15/12
MILES/MONTH: 1830

TREAD DEPTH: LEFT FRONT:
LEFT REAR:

RIGHT FRONT:
RIGHT REAR:

SERVICE HISTORY

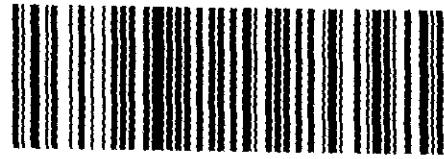
DESCRIPTION	QTY	INVOICE	DATE	ODOMETER	MECHANIC
LIFETIME TIRE ROTATION WARRANTY	1	074651	08/15/12	12527	R H
LUBE-OIL CHANGE-OIL FILTER (UP T	1	074651	08/15/12	12527	R H
LIFETIME TIRE ROTATION WARRANTY	1	072810	06/08/12	79085	MAC
LUBE-OIL CHANGE-OIL FILTER (UP T	1	072810	06/08/12	79085	MAC
LIFETIME TIRE ROTATION WARRANTY	1	070585	03/16/12	3211	GNB
LUBE-OIL CHANGE-OIL FILTER (UP T	1	070585	03/16/12	3211	GNB

From:

[Redacted]

Etiwanda, CA

AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™

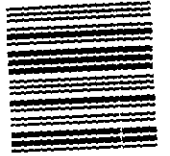


7010 3090 0000 5500 5074

Chrysler Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321



1 000



48321

U.S. POSTAGE
PAID
RANCH CREDITORS
SEP 12 2012
RMDONT
\$3.80
00087806-13

4832130021



September 8, 2012

Jeep Chrysler Corporation
1000 Chrysler Dr.
Auburn Hills, MI 48326

Attn: Michael Manley
CEO Jeep Division

Re: 2012 Jeep Patriot
VIN # 1C4NJRBB6CD [REDACTED]

2203/1990
9+9
9/10

Dear Mr. Manley:

On Saturday, August 18, 2012, approximately after 2.5 hours of freeway driving on Interstate 15 Northbound towards Las Vegas, Nevada, my 2012 Jeep Patriot as referenced above displayed a warning red lightning bolt flashing light on the dashboard. All of a sudden my rpm's dropped, and then my Patriot totally stalled out on the freeway. I managed to barely coast to the right shoulder when my vehicle totally locked up. This situation was extremely dangerous to me, my two kids, and my daughter's boyfriend. We experienced large trucks and vehicles traveling at 70+ miles per hour coming to a sudden stop behind us. When the Patriot stalled out it coasted to the shoulder and died, partially in the right hand lane of traffic. This was a very dangerous place to be. The outside temperature was at approximately 107 degrees.

I called Auto Club immediately and told them I was in a dangerous place on the right shoulder for myself and my family. I told them to send a highway patrolman out to help us and a tow truck as soon as possible. At this point I am in shock that my brand new vehicle of only 6.5 months would be stalled out. The Auto Club stated they would tow me to the nearest Jeep Chrysler dealership in Henderson, Nevada. My family and I waited 1.5 hours for the tow truck to arrive. During this time, I kept on trying to see if the Patriot would turn over. It never did. I also checked my owner's manual to find out what this red bolt of lightning warning light means (see attached copy of page). It meant a problem with the electronic throttle system. A Nevada Safety Shuttle pulled up to assist us. The driver said we were in a very dangerous situation and that he could transport my two kids to the Henderson dealership. I was on the phone with Derick Georn, Service Manager of the Henderson, Nevada Jeep dealership. Mr. Georn informed me that his service department closed at 1:00pm. I stated to please wait for us and that my vehicle

would be towed to him in approximately 30 minutes. The time was approximately 12:15pm. Mr. Georn said he would not wait for us and that it would take hours for us to arrive. Mr. Georn stated he was going home and he wouldn't keep any of his service techs to wait for our Patriot either. I couldn't believe his attitude and lack of customer care. As soon as I hung up the phone with Mr. Georn, the Auto Club tow truck arrived. We arrived at the Chapman Jeep dealership at approximately 12:45pm. I thought someone in the service department would be there to help us. Upon our arrival in the tow truck and with the Nevada Safety Shuttle, I found out no one was there in the service department. I was very upset and stressed.

The only person who took the time to look at my Patriot was Alex Sobalvarro, a Floor Manager at Chapman Jeep. He provided my family and me cold drinks and a snack. We were hot and exhausted. When the Patriot was taken off the tow truck, it suddenly turned over for Mr. Sobalvarro. Mr. Sobalvarro took the Patriot and checked it out with some computer device. He stated he couldn't get a read about the problem, and that sometimes the computer will do a reset. He taped down the 4wd lever because the tow truck driver might have pushed the lever by accident when taking the vehicle off the truck. Mr. Sobalvarro was extremely helpful and empathetic about our situation. He gave me his business card and personal cell number if I should have any problems when vacationing in the city of Las Vegas. I drove the Patriot around the strip on Saturday evening and all day Sunday. I didn't experience any problem during that time. My children and I left Las Vegas at approximately 1:00pm on Monday, August 20, 2012. We were returning to our home in Rancho Cucamonga, California.

On Monday, August 20, 2012, approximately 2.5 hours into the drive back home on Interstate 15 Southbound; my above referenced Patriot displayed the same flashing red lightning bolt on the dashboard. My rpm's dropped suddenly and it completely stalled out just as it did two days before. This is another situation where our safety was involved. I coasted again to the right shoulder with racing traffic behind me. A second time my family and I were in danger. Now we were stranded in Victorville, California. I called Auto Club again for a tow. The time is approximately 3:30pm. The Auto Club put me through to a Jeep dealership in Barstow, CA. I talked to a Jose Nunez in the service department. He was very helpful and stated he had seen several Patriots with this same electronic throttle problem. We discussed having our Patriot towed to his dealership, but they were not the closest dealership for the tow.

As I finished my conversation with Mr. Nunez, a California Highway Patrolman pulled up. He told my family and me we were in a dangerous place on the right shoulder. He stated we should get out of the Patriot and stand on the other side of the vehicle for safety reasons. His name was David Williams, an exemplary and

caring officer. Mr. Williams drove my family to Victorville Motors for their safety. He then returned to check on me as I was already in the tow truck. He actually cared about the safety of my family and me.

My above referenced Patriot was towed to Victorville Motors Jeep at approximately 4:00pm. I checked the Patriot in with Brad Tietjens, a service advisor. I explained to Mr. Tietjens about what happened in Henderson, Nevada at the Chapman Jeep dealership. Attached is the work order dated 20 August 2012. The work order read a promised time of 21:00 or 9:00pm. Mr. Tietjens' service department was open until 9:00pm. He stated he would get back to me. He then set me up with a rental car through [REDACTED]. He told me they would cover up to 5 days of the rental car for the repair.

On August 21, 2012, I called Brad Tietjens at Victorville Motors. Brad said he couldn't repair anything because the red lightning bolt warning light wasn't on today. He said the diagnostics came out without a problem. I asked him why a mechanic didn't check out my warning light problem as soon as it was towed in at 4:00pm yesterday. His service department was open until 9:00pm. He said no one had time to check it out. I explained to him the same situation happened in Las Vegas after 2 hours. I told him he should have checked it right away. Mr. Tietjens called Jose Nunez in Barstow to talk to him about our problem. Jose told Brad he had seen this problem in other Patriots and that the electronic throttle assembly part needed to be replaced. Brad told me he couldn't do that because it would cost a lot of money to replace it, and he didn't know if that was the exact problem.

I told Brad that my family and I could have been hit by another vehicle on the freeway twice because of the sudden drop of power and complete stall out in the Patriot. Brad came across as if he really didn't care about my safety or my family's safety. I told Brad my husband wanted to talk to his service manager, Marshall Meyers. Brad said Mr. Meyers would call Dave tomorrow morning as my husband requested.

On Wednesday, August 22, Dave, my husband spoke to Ken Brookins, Service Manager at Huntington Beach Jeep. We bought our 2012 Patriot from Huntington Beach in January of this year. Ken told Dave he needed to file a formal complaint to Jeep in order to get anything repaired. Ken also told Dave he would have the Patriot towed from Victorville to Huntington Beach. Ken also stated he would do whatever necessary to repair our Patriot. On this date, I filed a formal complaint with Jeep Chrysler. My case manager's name is Henry at (800) 763-8422 ext. 66118. My assigned case number is 22548433. At 4:45pm today, Marshall Meyers, Service Manager, Victorville Motors finally calls my husband Dave. Dave couldn't answer his call because he was driving the company van with employees as

passengers. I called Marshall back at 5:45pm when Dave arrived at home. The call was transferred to Brad Tietjens who told me they would not fix our vehicle and that I would have to pay for the rental today and any other days beyond. I told Brad we filed a complaint with Jeep and that Marshall would get a call from our case manager tomorrow. I also left a voicemail message for Marshall.

On August 23, I called [REDACTED] in Victorville. I talked to Adam. Adam stated Victorville Motors would pay for my rental through 8/22. Adam said I would have to pay for the daily rental starting today at \$35 per day.

On August 27, I called Ken Brookins, Huntington Beach Service Manager, and asked if he could help to expedite the towing of our Patriot through his Area Manager. I left a voicemail message. I also called Adam at Enterprise. Adam needed authorization for Huntington Beach to pay for the car rental days.

On August 28, I talked to Henry, our case manager. I was really stressed, now eight days have passed. Henry stated Huntington Beach will take care of the tow and that the Area Manager was very sympathetic with our difficult situation.

On August 29, Paul Ullom, service rep at Huntington Beach called to report the Patriot was towed and arrived in Huntington Beach. He then stated that Huntington Beach would begin to pay on my rental car this date.

On August 31, Paul Ullom contacted the Jeep Tech Team regarding our Patriot problem. The team stated there is possibly a fuel line problem. Paul said they wouldn't check it out until the day after Labor Day, September 4th.

On September 1, my husband Dave filed a complaint with the NTSTA, Complaint No. 10472705. Dave has found seven other documented Jeep Patriots with the same problem (complaint numbers provided if requested).

On September 3rd, my husband filed a formal complaint with the Better Business Bureau, Complaint No. 9199386.

On September 4, Paul from Huntington Beach called and left me a message. He stated they were now taking the fuel tank apart and testing it. They were checking it today and wouldn't know anything until tomorrow.

On September 5, I called Paul from Huntington Beach to set up a meeting for Friday, September 7th. I requested Ken Brookins be present and the Manager of the dealership. Dave and I would both be there around 10:00am. Paul agreed. He then transferred me to Ken's voicemail. I tried calling Henry our case manager twice today and left two voicemail messages. He never returned my calls.

On September 6, Paul Ullom from HB Jeep called and left me a message. The message was that the Jeep Tech Team told him to replace the fuel pump, and that the part was on back order for several days. Paul said the testing on the fuel tank came back acceptable. I returned Paul's message and told Paul by phone that our intent was to come in to the HB dealership tomorrow to discuss this difficult situation regarding our Patriot. Paul was very open to that and wanted to make sure Ken Brookins was available. Ken and I played telephone tag today as I was teaching students in my school.

On September 7, now 20 days into this stressful nightmare, Dave and I drove out to Huntington Beach Jeep to meet with Ken Brookins. At this point, I am still driving an Enterprise rental car. As a service manager, Ken explained all of the steps taken to troubleshoot the problem. Dave and I told Ken we understood all that, and that we appreciated all of his efforts. Dave and I told Ken that we couldn't drive the above referenced Patriot on long trips anymore due to the problem it has and fearing the safety for ourselves and our family. We also expressed our fear of being stranded far away from home again. Dave and I told Ken we were justified within the Lemon Law and that we were inquiring about the process to get our Patriot replaced. Ken said he completely understood our position and that under our circumstances he would probably take that same position. Ken said our Patriot would continue to have the repair completed and that the replacement process could take up to two months. Dave and I explained to Ken that we have a family wedding to attend in Boise, Idaho and that we would be leaving on September 21. We pointed out to him that taking our Patriot on the trip under the circumstances would be out of the question. Dave and I stated we would need a rental vehicle for the long trip. Ken agreed and that the next step in getting our Patriot replaced would be notifying the District Manager, Sheri Whiteside. Ken requested a faxed copy of this letter to him by Monday, September 10th. Ken Brookins was very helpful and understanding about our situation. He said after our Patriot was repaired, we would have to drive it until our replacement vehicle process was authorized. Upon authorization, we would turn in our Patriot for another vehicle replacement. Dave and I told Ken we only wanted to work with Huntington Beach Jeep for the replacement vehicle. Dave and I also told Ken that if we didn't get the cooperation from management regarding this replacement, then we would need to hire a Lemon Law attorney. We are also aware that the attorney fees would be paid for by Jeep Chrysler. Henry the case manager from Jeep called and talked to Dave. Henry informed Dave that our case was out of his jurisdiction now and that Huntington Beach will assume responsibility for our case. Dave and I questioned why a corporate customer care representative would "bail out" of our situation now. We didn't understand that at all.

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My husband and I are working professionals. I am a school teacher and Dave is a Sr. Systems Engineer. We are connected to many friends and acquaintances. At this point, we wouldn't be prone to encourage anyone to purchase or lease a Jeep based on the mechanical problem with our Patriot and the lack of customer care at some of your dealerships. When I require payment on any of these car rental days, expect a follow up letter along with a copy of my rental invoice. Please reimburse me as soon as you receive my bill.

Prior to these breakdowns, we were very happy with our Patriot. It was meeting all of our needs for passenger and cargo space, fuel economy and the occasional need for the extra traction of the four wheel drive. That is why we prefer to replace it with another comparable new one.

At this time, Dave and I are exercising our rights within the Lemon Law. We believe the repair is not identifiable and with all of the safety issues involved, we cannot continue to drive the above referenced Patriot. We will not endanger our children's lives or anyone else's.

[REDACTED]
Rancho Cucamonga, CA
[REDACTED]

Cc: Jeep Customer Care

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- If the light is not on during starting, stays on, or turns on while driving, have the vehicle serviced by an authorized service center immediately.

4WD! - 4WD System Fault Indicator Light

- When lit solid: There is a 4WD system fault. The 4WD performance will be at a reduced level. We recommend you do not operate the vehicle. Have the vehicle serviced immediately.
- When blinking: The 4WD system is temporarily disabled due to overload condition.

- Transmission Temperature Warning Light

- This light indicates that there is excessive transmission fluid temperature that might occur with severe usage such as trailer towing. If this light turns on, you will experience reduced vehicle performance until the automatic transmission cools down. If the overheating continues, stop the vehicle and run the engine at idle, with the transmission in NEUTRAL, until the light turns off. Once the light turns off, you may continue to drive normally.

Fuel Cap/Loose Gas Cap Message

- If a "gas cap" message (shown as gASCAP) appears, tighten the gas cap until a "clicking" sound is heard.

CUSTOMER #:144372

301017



Chrysler Jeep Dodge Ram
14617 CIVIC DRIVE · VICTORVILLE, CA 92394-0844
(760) 245-7991 · (800) 375-3498
www.victorvillemotors.com

WORKORDER

PAGE 1

BAR # ARD-008422 EPA # CAR-000169987

ETIWANDA, CA

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 1955 TIETJENS BRADLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	12	JEEP PATRIOT	1C4NJRBB6CD [REDACTED]		13057/	T9054	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DD			21:00 20AUG12		0.00	CASH	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:64855 ENG:2.4 Liter

20AUG2012 17:21

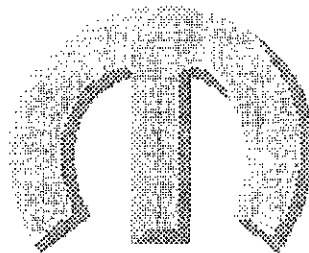
LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	26900		W95	GUEST STATES THAT THE VEHICLE'S RPMS DROPPED. A RED LIGHTNING BOLT CAME ON PLEASE CK AND ADVISE

B INSP

C

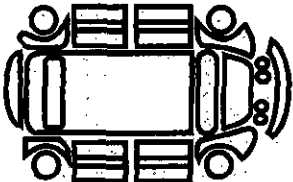
FIVE STAR PERFORM VEHICLE INSPECTION REPORT

Quality inspection performed.



MOPAR

QUALITY INSPECTION PERFORMED BY _____



Tire pressure check/inflation service was performed.
RF _____ psi LF _____ psi RR _____ psi LR _____ psi

Initials

Guest declined tire pressure check/inflation service.

GUEST'S INITIALS

SERVICE ADVISOR'S INITIALS

CUSTOMER COPY

HAZARDOUS WASTE	ORIGINAL EST. 0.00	TEARDOWN EST.
\$ _____	\$ _____	\$ _____

AUTHORIZED BY X			
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Jeep®

2012 MODEL YEAR PATRIOT SPORT 4X4

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

Base Price: \$17,745

JEEP PATRIOT SPORT 4X4

Exterior Color: Mineral Gray Metallic Clear Coat Exterior Paint

Interior Color: Dark Slate Gray Interior Colors

Interior: Premium Cloth Bucket Seats

Engine: 2.4-Liter I4 DOHC 16-Valve Dual VVT Engine

Transmission: Continuously Variable Transaxle II

STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT)

FUNCTIONAL/SAFETY FEATURES

- Advanced Multistage Front Airbags
- Supplemental Side-Curtain Front and Rear Airbags
- Active Head Restraints
- Electronic Stability Control
- Antilock 4-Wheel Disc Brakes
- Hill Start Assist
- Brake Assist
- Speed Control
- Sentry Key® Theft Deterrent System
- Interior Removable / Rechargeable LED Flashlight
- Rear Window Defroster
- Rear Window Wiper / Washer
- Tire Pressure Monitor with Warning Lamp
- 12-Volt Auxiliary Power Outlet
- Power Accessory Delay

INTERIOR FEATURES

- Rear 60 / 40 Split Folding Seat
- Media Center 130 CD/MP3
- Audio Jack Input for Mobile Devices
- 4 Speakers
- Full-Length Floor Console with Sliding Armrest
- Tilt Steering Column
- Premium Front and Rear Carpeted Floor Mats

EXTERIOR FEATURES

- 16-Inch x 6.5-Inch Styled Steel Wheels
- P205/70R16 BSW All Season Tires
- Compact Spare Tire
- Side Roof Rails
- Halogen Headlamps
- Fog Lamps
- Deep Tint Sunscreen Glass

- Manual Fold-Away Mirrors
- Body-Color Grille
- Lower Body Side Accent Cladding

OPTIONAL EQUIPMENT

Customer Preferred Package 26A

- Continuously Variable Transaxle II Tip Start \$1,100
- AutoStick® Automatic Transmission
- Air Conditioning \$895
- Uconnect® Voice Command with Bluetooth® \$475
- Auto-Dimming Rearview Mirror with Microphone
- USB Port for Mobile Devices
- SiriusXM Satellite Radio w/ 1-Yr Radio Subscription
- For More Information, Call 1-888-539-7474

DESTINATION CHARGE

\$780

TOTAL PRICE: * \$20,995

WARRANTY COVERAGE

5-year or 100,000-mile Powertrain Limited Warranty.
 3-year or 36,000-mile Basic Limited Warranty.
 24-hour towing assistance; certain restrictions apply.
 Ask Dealer for a copy of the limited warranties or see your owner's manual for details.

**5 YEAR / 100,000 MILE
POWERTRAIN WARRANTY**

Assembly Point/Port of Entry: BELVIDERE, ILLINOIS, U.S.A.

VIN: 1C4-NJRB6CD

L4-VON: 8609

1214

SHIPTO: 24100 05
 HUNTINGTON BEACH CHRYSLER DODGE
 16701 BEACH BLVD
 HUNTINGTON BEACH CA 92647-4814

SOLDTO: 71 24100
 HUNTINGTON BEACH CHRYSLER DODGE
 16701 BEACH BLVD
 HUNTINGTON BEACH CA 92647-4814

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.



Please note:

The following attachment is confirmation of our maintenance record. On 6-8-12 the odometer reading is 7,908.5, the service technician entered the tenths position. That is why it looks different from the other odometer readings.

If you should have any questions, please contact Sam Torres, Store Manager.

08/26/12

VEHICLE HISTORY

10:11:19

MOUNTAIN VIEW TIRE & SVC INC
14373 BASELINE RD

FONTANA, CA 92336
(909)355-3444

CUSTOMER: 04939 CASH

1961

[REDACTED]
ETIWANDA, CA [REDACTED]

HOME PHONE: [REDACTED]
BUSINESS:
BILL TO ACCT: 1961

TAX STATUS: TAXABLE
C/O/B: CONSUMER
STATUS:
LAST INVOICE: 074966

LAST PURCHASE DATE: 08/26/12
PURCHASES THIS MONTH: 25.95
YEAR TO DATE TOTAL: 74.85
TOTAL PRIOR YEAR: 0.00

VEHICLE IDENTIFICATION: 12 JEEP TRUCK PATRIOT

LICENSE: [REDACTED]
LICENSE STATE: CA
COLOR: GRAY

LAST SERVICE: 08/15/12
MILES/MONTH: 1830

TREAD DEPTH: LEFT FRONT:
LEFT REAR:

RIGHT FRONT:
RIGHT REAR:

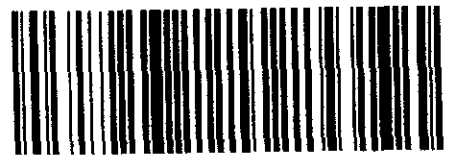
SERVICE HISTORY

DESCRIPTION	QTY	INVOICE	DATE	ODOMETER	MECHANIC
LIFETIME TIRE ROTATION WARRANTY	1	074651	08/15/12	12527	R H
LUBE-OIL CHANGE-OIL FILTER (UP T	1	074651	08/15/12	12527	R H
LIFETIME TIRE ROTATION WARRANTY	1	072810	06/08/12	79085	MAC
LUBE-OIL CHANGE-OIL FILTER (UP T	1	072810	06/08/12	79085	MAC
LIFETIME TIRE ROTATION WARRANTY	1	070585	03/16/12	3211	GNB
LUBE-OIL CHANGE-OIL FILTER (UP T	1	070585	03/16/12	3211	GNB

From

[Redacted]
Etiwanda, CA [Redacted]

CERTIFIED MAILTM



7010 3090 0000 5500 5067



1000

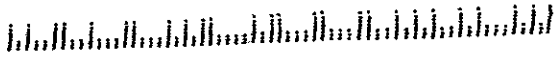


48326

U.S. POSTAGE
PAID
RANCHO CUCUMONG, CA
SEP 12 2012
AMOUNT
\$3.80
00087506-13

To: Jeep Chrysler Corp.
1000 Chrysler Dr.
Auburn Hills, MI 48326
Attn: Michael Manley
CEO Jeep Division

4832632778



RECEIVED DATE:

9/26/12

POSTED DATE:

9-24-12

VIN (FIRST 9 DIGITS)

1C4NJRFBX

VIN (LAST 8 DIGITS)

CD

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

THE HERTZ CORPORATION

Web:

Direct All Inquiries To:
THE HERTZ CORPORATION
PO BOX 34348

Date: 08/21/2012
Document: 06200122718E

Account No.:

RENTAL REFERENCE

Rental Agreement No.

RENTAL DETAILS

Rate Plan: TN: CRD QTY: 1854
MILEAGE CHARGE: 79 @ 0.25 = 19.75
COURT ADMIN DATE SUBSEQUENT: 5.00

CAR CLASS Charged: F MILEAGE In: 28,100
Rented: T Out: 28,021
Reserved: F Driven: 79

EX AUTH: 359689 DATE: 2012/08/19 AMT: 322.00

FUEL & SERVICE: 56.48
CONCESSION FEE RECOVERY: 5.75

receipt for rental
Car 1st time it
broke down!

EXPRESS RETURN RECEIPT

Document: 06200122718E

Account No.: *****5974 VIS

Web:

OCMIA

TOTAL CHARGES 168.15 USD

[REDACTED]
Millersville, MD [REDACTED]

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

14 September 2012

Re: 2012 Jeep Patriot Vin # 1C4NJRFBXC [REDACTED]

This letter is to inform you of a problem with my Jeep Patriot. I was stationed in Monterey, CA and transferred to Ft. Meade, MD. When I received my orders, I decided to purchase a new car to make the trip from California to Maryland. My 2003 Alero, that I've owned since my 16th birthday, served me well, but with 150,000 miles, I was concerned, making the trip with my wife, pets and two friends we were taking to Iowa. I purchased a Patriot at home in Wisconsin and my mom drove it to CA with no problems. We all loved the vehicle. Drove it in California for several months with no problems. We had the vehicle serviced before we left at a dealer in Salinas, CA. On August 17th, we left Monterey, drove over the Sierra Nevada Mountains to Elko, NV, stopped for the night. Day two of our trip, the Jeep lost power going 70mph on I-80. We were forced to stop on the LEFT side of the Interstate in 90+ degree heat, four passengers and 3 pets. Roadside assistance towed the vehicle to a Salt Lake City dealer. We had to stay at a hotel, an unexpected expense and loss of time. There was no service tech on duty, but the dealer eventually got the vehicle started and sent us on our way. The next day in Wyoming, it lost power at 75mph on I-80. Roadside assistance towed the vehicle to a dealer in Cheyenne. We had to rent a car and hotel room. The tow truck driver informed us ours was not the first Jeep Patriot he towed, and if they sit long enough, will start, and it did. It was a Sunday, we were unable to get help from the dealer until Monday morning. The service advisor told us there is a problem with the fuel delivery in this Patriot and not to let the gas tank go below half and quarter tank. He informed us there was no fix at this time. **I want to commend him for his professionalism and the time he took to help us. His concern for us was genuine, a trait not often found at a car dealer.** He gave us his card and explanation of the problem to give our dealer when we got home. We had no other problems, but took his advise and filled up at just under half a tank. Our dealer in Wisconsin researched the problem, tried to duplicate it, asked us to try to duplicate it, with no luck. I had to report to Ft. Meade, and decided it would be best to trade this vehicle in for a Jeep Liberty that the dealers guaranteed me had a different gas tank. I tried to get the best deal I could at two different dealers, but would have taken a **five thousand dollar loss**. My wife and I decided to keep the Patriot. On a military salary, I could not absorb this loss, for something that is not my fault. We drove from Wisconsin to Ft. Meade, MD with no problems, but never let the gas tank go below half. This was an inconvenience, to say the least, stopping to fill all the time. A file was opened by Chrysler, but closed because I had to leave home to report to Ft. Meade and could not keep taking the vehicle back to the dealer. I am upset that I sold a car that was dependable, for a new vehicle that is not, that I and especially my wife, do not trust. I respectfully request you address this problem and also reimburse us for our car rental and hotel bills due to the breakdown. Again, on a military salary, this was a financial drain. We have no idea if we will be able to duplicate the problem, we are in more traffic now, a state with lower speed limits and terrain that is unlike Utah and Wyoming. My position will require me, at some point, to make the trip back to Monterey. Please contact me or my wife Holly, at the above address or [REDACTED] with your suggestions or if you require additional information. This is our only vehicle and we need it to be safe ! Your attention to this matter would be greatly appreciated.

[REDACTED]

Millersville, Md.



5841 T... 5842 12

29 SEP 2012 PM 7:11

Just D



RECEIVED
BY SEP 26 2012

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

48321800404

48321-8004

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Oct 18 14:59:45 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I need to know how likely this car is to put itself into "safe mode" again. (and I am assuming it will be in the middle of nowhere).

Comments:

I have had ZERO problems with this car since I purchased it new. This morning, when I exited the doctor's office the car would NOT exceed 1900 rpms. I could shift it normally (it is a manual) to get it near 35mph in 4th. But, 1900 rpms was max (except for going down a good hill. NO warning light, no overheating, coolant and oil okay. I made three stops on the way home (I planned to call a tow truck from there - it is 30 miles to a Jeep dealer). After starting it the third time (after the initial safe mode), it behaved and drove normally. I understand the Jeep techs won't be able to find anything unless they get it when it is in "safe mode". I drive this car all over the country. Any guesses when I can expect it to happen again? Two days? Week? Never?

[REDACTED]
Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Oct 19 12:45:19 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Due to the nature of your concern, I would like to discuss this matter with you in more detail.

My name is Kim and I will be your Case Manager. I look forward to assisting you.

I will contact you in one business day by telephone to review your case with you. I will attempt to contact you at the phone number provided in your email at 931.625.0139.

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

If you need immediate assistance, please call the Jeep Customer Care Center at 1-877-IAM-JEEP (426-5337). 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.

Thanks again for your email.

Sincerely,

Kim

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 22722781

EMAIL CASE NUMBER: 2757460

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7904597V65119L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

I need to know how likely this car is to put itself into "safe mode" again.

(and I am assuming it will be in the middle of nowhere).

Comments:

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1900

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4th. But, 1900 rpms was max (except for going down a good hill. NO warning light, no overheating, coolant and oil okay. I made three stops on

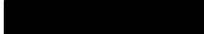
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able to find anything unless they get it when it is in "safe mode". I

drive this car all over the country. Any guesses when I can expect it to

happen again? Two days? Week? Never? 

VIN:

CD 

Mileage:

18512

Servicing Dealer:

Previously Franklin, Tn

Title:

Mr.

First Name:

Middle 

Last Name

Address

Address

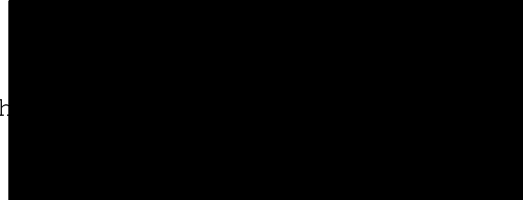
City:

Fayetteville

State:

TN

Zip:

Email: 

Work Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 19 13:01:20 EDT 2012
Subject: Re: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)
I apologize for this automatic reply to your email.

To control spam, I now allow incoming messages only from senders I have approved beforehand.

If you would like to be added to my list of approved senders, please fill out the short request form (see link below). Once I approve you, I will receive your original message in my inbox. You do not need to resend your message. I apologize for this one-time inconvenience.

Click the link below to fill out the request:

[https://webmail.pas.earthlink.net/wam/addme?
a=jfallred@earthlink.net&id=11e2-1a0e-8cf73670-b690-00144fe24596](https://webmail.pas.earthlink.net/wam/addme?a=jfallred@earthlink.net&id=11e2-1a0e-8cf73670-b690-00144fe24596)

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 19 18:49:30 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)
k

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

>From: customerassist <customerassist@chrysler.com>
>Sent: Oct 19, 2012 12:00 PM
>To: [REDACTED]
>Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)
>
>Dear [REDACTED]
>
>Thank you for contacting the Jeep Customer Assistance Center.
>
>Due to the nature of your concern, I would like to discuss this
matter
>with you in more detail.
>
>My name is Kim and I will be your Case Manager. I look forward to
>assisting you.
>
>I will contact you in one business day by telephone to review your
case
>with you. I will attempt to contact you at the phone number provided
in
>your email at [REDACTED]
>
>If you wish to be reached at an alternative number, please respond
to
>this email so that I may update your file appropriately.
>
>If you need immediate assistance, please call the Jeep Customer Care
>Center at 1-877-IAM-JEEP (426-5337). 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.
>
>Thanks again for your email.
>
>Sincerely,
>
>Kim
>
>Customer Service Representative
>Jeep Customer Assistance Center
>
>For any future communications related to this email, please refer to
the
>following information:
>REFERENCE NUMBER: 22722781
>EMAIL CASE NUMBER: 2757460
>REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM7904597V65119L0KM&

>

>

>

>

>Original Message Follows:

>-----

>US Customer Service - Jeep Brand Site

>Brief Description:

>I need to know how likely this car is to put itself into "safe mode"

>again.

> (and I am assuming it will be in the middle of nowhere).

>

>Comments:

>I have had ZERO problems with this car since I purchased it new.

This

> morning, when I exited the doctor's office the car would NOT exceed

>1900

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>in

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I

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>to

> happen again? Two days? Week? Never?

>

>

>

>VIN:

> CD [REDACTED]

>Mileage:

> 18512

>Servicing Dealer:

> Previously Franklin, Tn

>Title:

> Mr.

>First Name:

>

>Middle

>

>Last Name

>

>Address

>

>Address 2:

>

>City:

> Fayetteville

>State:

> TN
> Zip:
>
> Email:
>
> Work Ph
>



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Oct 23 08:21:17 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)
I urgently need your phone call. The car is presenting other anomalies.
If you called Monday (as promised), I had no cell signal and your call i.d. was blocked preventing me from calling back.

HELP

Jim

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

>From: customerassist <customerassist@chrysler.com>
>Sent: Oct 19, 2012 12:00 PM
>To: [REDACTED]
>Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)
>
>Dear [REDACTED]
>
>Thank you for contacting the Jeep Customer Assistance Center.
>
>Due to the nature of your concern, I would like to discuss this
matter
>with you in more detail.
>
>My name is Kim and I will be your Case Manager. I look forward to
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>I will contact you in one business day by telephone to review your
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>Vehicle owner name
>Vehicle owner address
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>Vehicle Identification Number (VIN)
>Current vehicle mileage
>Further explanation of the problem
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>Thanks for contacting us. I look forward to talking to you soon.
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>Thanks again for your email.
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>Sincerely,
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>Kim
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>Customer Service Representative
>Jeep Customer Assistance Center

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trk_ID=KMM7904597V65119L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7904597V65119L0KM&)
>
>
>
>
>Original Message Follows:
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I
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>
>
>
>VIN:
> CD [REDACTED]
>Mileage:
> 18512
>Servicing Dealer:
> Previously Franklin, Tn
>Title:
> Mr.
>First Name:
> [REDACTED]
>Middle
>
>Last N
> [REDACTED]

>Address 1:
> [REDACTED]
>Address 2:
>
>City: Fayetteville
>State: TN
>Zip: [REDACTED]
>
>Email: [REDACTED]
>
>Work P [REDACTED]
>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Oct 23 12:24:48 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I did try to contact you on Monday Oct.22, but our call was lost. Our systems are updating and I'm not able to contact you at this time.

Once the update has completed I will attempt to contact you. I do apologize for the inconvenience.

Thanks again for your email.

Sincerely,

Kim

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2757460

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7907705V9488L0KM&

Original Message Follows:

I urgently need your phone call. The car is presenting other anomalies.

If you called Monday (as promised), I had no cell signal and your call i.d. was blocked preventing me from calling back.

HELP

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

>From: customerassist <customerassist@chrysler.com>

>Sent: Oct 19, 2012 12:00 PM

>To: [REDACTED]

>Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)

>

>Dear [REDACTED]

>

>Thank you for contacting the Jeep Customer Assistance Center.

>

>Due to the nature of your concern, I would like to discuss this matter

>with you in more detail.

>

>My name is Kim and I will be your Case Manager. I look forward to assisting you.

>

>I will contact you in one business day by telephone to review your case
>with you. I will attempt to contact you at the phone number provided in
>your email at 931.625.0139.
>
>If you wish to be reached at an alternative number, please respond to
>this email so that I may update your file appropriately.
>
>If you need immediate assistance, please call the Jeep Customer Care
>Center at 1-877-IAM-JEEP (426-5337). 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.
>
>Thanks again for your email.
>
>Sincerely,
>
>Kim
>
>Customer Service Representative
>Jeep Customer Assistance Center
>
>For any future communications related to this email, please refer to the
>following information:
>REFERENCE NUMBER: 22722781
>EMAIL CASE NUMBER: 2757460
>REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7904597V65119L0KM&
>
>
>
>
>Original Message Follows:
>-----
>US Customer Service - Jeep Brand Site
>Brief Description:
>I need to know how likely this car is to put itself into "safe mode"
>again.
> (and I am assuming it will be in the middle of nowhere).
>
>Comments:
>I have had ZERO problems with this car since I purchased it new. This
> morning, when I exited the doctor's office the car would NOT exceed
>1900
> rpms. I could shift it normally (it is a manual) to get it near
>35mph
>in
> 4th. But, 1900 rpms was max (except for going down a good hill. NO
> warning light, no overheating, coolant and oil okay.I made three
>stops
>on

> the way home (I planned to call a tow truck from there - it is 30
miles
>to
> a Jeep dealer). After starting it the third time (after the initial
>safe
> mode), it behaved and drove normally. I understand the Jeep techs
won't
>be
> able to find anything unless they get it when it is in "safe mode".
I
> drive this car all over the country. Any guesses when I can expect
it
>to
> happen again? Two days? Week? Never? Jim Allred
>
>
>
>VIN:
> CD [REDACTED]
>Mileage:
> 18512
>Servicing Dealer:
> Previously Franklin, Tn
>Title:
> Mr.
>First Name:
> [REDACTED]
>Middle
> [REDACTED]
>Last Name
> [REDACTED]
>Address
> [REDACTED]
>Address 2:
> [REDACTED]
>City:
> Fayetteville
>State:
> TN
>Zip:
> [REDACTED]
>Email:
> [REDACTED]
>Work Ph
> [REDACTED]
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Oct 30 00:04:49 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)

I do not have the notebook with me in which I wrote your Phone # and 7 digit extension. Please send it via reply.

I will be taking my Jeep to another dealer or two later this week if there is one near my location when the car acts up. The last dealer found fault codes but had no clue how they got there. I will have phone/photo evidence of lights and odometer, as well. I should have the fourth dealer visit next week, after which I will be able to file a claim under Tennessee's lemon law. Surely someone at Chrysler has heard of these issues before and it won't come to that.

[REDACTED]

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

>From: customerassist <customerassist@chrysler.com>

>Sent: Oct 19, 2012 12:00 PM

>To: [REDACTED]

>Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7904597V65119L0KM)

>

>Dear [REDACTED]

>

>Thank you for contacting the Jeep Customer Assistance Center.

>

>Due to the nature of your concern, I would like to discuss this matter

>with you in more detail.

>

>My name is Kim and I will be your Case Manager. I look forward to assisting you.

>

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

>with you. I will attempt to contact you at the phone number provided in

>your email at 931.625.0139.

>

>If you wish to be reached at an alternative number, please respond to

>this email so that I may update your file appropriately.

>

>If you need immediate assistance, please call the Jeep Customer Care Center at 1-877-IAM-JEEP (426-5337). 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.

>

>Thanks again for your email.

>

>Sincerely,

>

>Kim
>
>Customer Service Representative
>Jeep Customer Assistance Center
>
>For any future communications related to this email, please refer to
the
>following information:
>REFERENCE NUMBER: 22722781
>EMAIL CASE NUMBER: 2757460
>REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7904597V65119L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7904597V65119L0KM&)
>
>
>
>
>Original Message Follows:
>-----
>US Customer Service - Jeep Brand Site
>Brief Description:
>I need to know how likely this car is to put itself into "safe
mode"
>again.
> (and I am assuming it will be in the middle of nowhere).
>
>Comments:
>I have had ZERO problems with this car since I purchased it new.
This
> morning, when I exited the doctor's office the car would NOT exceed
>1900
> rpms. I could shift it normally (it is a manual) to get it near
35mph
>in
> 4th. But, 1900 rpms was max (except for going down a good hill. NO
> warning light, no overheating, coolant and oil okay. I made three
stops
>on
> the way home (I planned to call a tow truck from there - it is 30
miles
>to
> a Jeep dealer). After starting it the third time (after the initial
>safe
> mode), it behaved and drove normally. I understand the Jeep techs
won't
>be
> able to find anything unless they get it when it is in "safe mode".
I
> drive this car all over the country. Any guesses when I can expect
it
>to
> happen again? Two days? Week? Never? Jim Allred
>
>
>
>VIN:
> CI [REDACTED]
>Mileage:
> 18512
>Servicing Dealer:
> Previously Franklin, Tn
>Title:
> Mr.
>First Name:
> [REDACTED]

>Middle Initial:

>

>Last Name

>

>Address

>

>Address

>

>City:

> Fayetteville

>State:

> TN

>Zip:

>

>Email:

>

>Work Phone

>

Customer Assistance Inquiry Record (CAIR)#

20322081

VIN	1J4NT1GA4	BD		Open Date	01/14/2011	Built Date	12/10/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	12/28/2010	Mileage	1,500	Dealer Zone	74	DENVER	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	60082	VISTA JEEP CHRYSLER DODGE OF	SILVERTHORNE
Dealer Address	225 BUFFALO MOUNTAIN DRIVE		
Dealer City	SILVERTHORNE	Dealer State	CO
Dealer Zip	80498		

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	FORT COLLINS CO	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	Stalling
Corporate - Reimbursement - Default - Default - Default	

Customer called in earlier, refer to case 20320167.
 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] alternate [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? (60082)
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District 88U *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Unable to reach customer by telephone, left message with text information.
 Customer has an active max care service contract, purchased 1 new Chrysler vehicle, original owner.

 Customer states that he has some questions about lodging needed as a cause of repairs needed. Customer states that the dealer has been unable to duplicate the issue, however they feel like there is definitely an issue. Customer states that the dealer is assisting them on the cost of the rental vehicle. Writer informed customer that a case by case basis could be considered for possible lodging reimbursement upon warranty or service contract repairs. Customer states that he spoke to service contracts and felt like they were informative. Customer states that the Vista dealer # 60082 contacted the rental car agency on behalf of the customer and informed him that they would cover the cost of the rental vehicle.
 Customer states that Anthony SA at dealer contacted the rental car agency of behalf of the customer. Customer states that he just wants to make sure that the rental vehicle will be covered under the service contract and if so, then he will not be as concerned with the lodging. Customer states that he is a traveling musician and that is the reason why he was out of town, however lodging was not planned for on this trip, it was forced. Customer states that he doesn't feel like he had any other option than to take the rental vehicle and the dealer was 70 miles out of where the vehicle broke down.
 Writer informed customer that additional research would need to be accomplished before any decision can be made.
 Writer attempted to contact dealer @ phone # 970-468-5628 which was

disconnected, phone # 970-262-9488 was found on the Chrysler website as being correct. Anthony SA at dealer states that the vehicle is at the dealer and attempted to diagnose the however, there is no duplication of the issue. Dealer states that the customer was left stranded with the vehicle on 2 separate locations. Dealer states that they followed the process for qualifying the service contract and the towing bills should be covered under the service contract as well. Paul Edwards SM at dealer states that the rental was authorized through the DM and shouldn't have a worry about the towing bills either.

Dealer states that the customer has been informed that the vehicle can be picked up, however they are having major snow storms, so the pick up may be delayed.

2nd attempt made to contact customer. Writer informed customer that he will be able to pick up the vehicle by 1/18/11 in the evening.

3rd attempt made to contact customer. Customer states that he was able to get the vehicle and he is on his way back home now. Customer states that he was given documentation and was not charged for rental or tow expenses. Customer states that the dealer states that he did not owe any money. Writer informed customer that the dealer will be contacted to determine if there is any additional information or claim processing needed.

Anthony SA at dealer states that the customer has been taken care of and no further follow up is needed.

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

Service manager Paul called, he has rental costs open on this case. Would like a call from case manager.

Customer Assistance Inquiry Record (CAIR)#**20408595**

VIN	1J4NF1GB8	BD	Open Date	02/11/2011	Built Date	10/12/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/10/2011	Mileage	0	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	09733	CENTRAL CHRYSLER JEEP DODGE				
Dealer Address	56 PROVIDENCE HWY					
Dealer City	NORWOOD	Dealer State	MA	Dealer Zip	02062	

Owner		Contact Type	LETTER			
Address		Home Phone				
	CANTON MA	Country	UNITED STATES			

Corporate - Reimbursement - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	
Referral - Executive Referrals - Other - Default - Default	
Service Contract - New Contract Coverage - Maintenance - Unknown - Default	

*******EXECUTIVE REFERRAL STAFF*******

Customer wrote letter to Bryan Zvibleman about his 2011 Jeep Patriot. After 27 miles and 12 hours of driving the vehicle the vehicle died and would not start. Customer had it towed to the dealership and was told it would take 4 days to have it fixed. Customer states he begged the dealer to replace the Jeep as it was defective. Customer did receive a new replacement Jeep as of 2/10/11. Customer states he wanted to go in as soon as possible because he didn't want them to change their minds. The dealership made the customer pay a \$300 documentation fee for the new Jeep. Writer spoke with customer and was thankful that we received his email. Writer stated we will review and will be looking into Maintenance service contracts for the customer. Writer stated we will be back in touch on Monday 2/14/11.

POSTMARK DATE: 021011; DATE RECEIVED: 021411

Spoke with customer and stated that we will be adding an Owner Care Service Contract to his vehicle for 3 years/6 oil changes. For customer satisfaction we will be reimbursing customer half of documentation fee of \$300, so a check for \$150 will be submitted. Customer had first vehicle for only 12 hours and the vehicle broke down. Dealership made them pay \$300 documentation fee for the second (replacement) vehicle. Owner Care SC (OC36N) had been added and check has been submitted. Customer was very happy with the outcome and loves their new vehicle.

Customer Assistance Inquiry Record (CAIR)#

20437702

VIN	1J4NT1GA4	BD	Open Date	02/21/2011	Built Date	12/10/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	12/28/2010	Mileage	2,900	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FORT COLLINS CO				Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Customer would like to file Lemon Law
Product - Fuel System - Fuel Injection System / Injectors - Defective - Default	customer states that the vehicle has an issue with not starting.
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that this is an ongoing issue. Customer states that he will go to start his vehicle and it won't start. Customer states that he is able to fuel inject it and it will start. Customer states that he has had the vehicle diagnosed but they are not able to duplicate the issue. Dealer advised customer to contact Chrysler.
 Briefly summarize what the customer is expecting:
 Customer states that he would just like his vehicle repaired as quickly as possible but understands that a process has to be followed. Writer advised customer that a case manager will be able to contact the dealership to make sure all resources are being utilized to duplicate the issue.

****End structured narrative T2 - Beginning Narrative
 New CAIR created due to previous CAIR 20322081 being 30 days old. 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] alternate Preferred [REDACTED]

Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes (issue not duplicated)
 If a CDJ dealer has diagnosed, what is the dealer name or code? 43664 Reassigned to 88F
 ***** CASE MANAGER TEAM - District ? o ù *****
 Original owner.
 No other vehicles in history.
 Warranty in effect.
 Max care service contract still active.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Contacted the customer who states that the issue is still occurring. He also states that the vehicle is currently at Fort Collins DCJ. He states that he has been contacted by the dealership and informed that they have not been able to diagnosis the problem. He states that the SA advised him to contact us before any further repairs are attempted. Set call back for Thursday if not sooner.
 Customer called stating that he would like Chrysler to trade in or a refund him for the vehicle because the vehicle is not functioning correctly. Customer is upset because this vehicle is not reliable and is tired of getting towed. Customer states that the dealership told the customer that it is a software issue and that Chrysler is aware of this problem. Customer states that the dealership told him that it would take a few months before the software update. Customer is seeking a lawyer to

protect himself.

Customer wanted to speak with their Case Manager. Customer is transferred to Case Management Team.

Customer called in stating that he would like to file Lemon Law on his vehicle.

Customer stated that he was told by the dealership yesterday that this issue is a software glitch and that we will not be able to resolve the issue for about 6 months. The customer stated that he is very frustrated because of the issues he is having with his brand new vehicle. Writer advised customer that we would send this for our Lemon Law team for him for review and that we would contact him back and let him know if he qualifies for Lemon Law. Customer satisfied. Writer advised customer that we would call him back within the next 24-48 hours.

Writer provided information about case to CM KH489 and advised CM to reassign case to 88L.

Cair being transferred to 88l for consideration.

***** 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 doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify,

Number of related repair attempts = 1 for fuel injector and 1 for battery.

Number of days out of service = 10 days total.

Writer is calling customer to inform them of the above information.

Customer is stating the dealership told him the vehicle cannot be repaired.

Writer informed customer Chrysler has a lot of resources to resolve his concern and we will be escalating his case up to seek resolution.

Writer called dealership and informed SM Brian Cair is being sent over so we have documentation showing we made ourselves available for repairs.

Writer is sending Cair back to previous case manager KH489 for further handling.

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
3/4/11 DS891

First call to the customer. Left her a voice mail message responding to her call to Chrysler. Left my name and number on the customer's voice mail, DJ Streat, 888-542-7239 extension 465 for her to return the call to address her concern. Will call the customer again on the next business day.

Customer would like to be called on [REDACTED] for all contacts.

Customer is very concerned with the fact that they have been told by the dealership, who was told by the specialist, there is no resolution to the problem as it is a software programming issue and it will be months before they develop the correct solution. Customer would like Contact back as soon as possible at the number above.

3/4/11 DS891

Spoke with the customer and he said that his vehicle is currently at Fort Collins. The customer alleges that the dealership said that he had a software issue. There is a glitch that happened. He said that he was told that they have to rewrite software animation. The customer said that they have to reflash the computer system in his vehicle. He said that there was an engineer from Chrysler that came to look at the vehicle. He said that he bought the car brand new with 7 miles on it. The customer said that they have had the vehicle in four times for this concern.

3/4/11 DS891

Called Fort Collins Chrysler and left a voice mail message for Brian Scarborough the service manager to give me a call concerning his diagnosis and the status of this vehicle. Will try him again on Monday,

.. .

3/7/11 DS891

Spoke with Brian Scarborough, Service Manager at Fort Collins Chrysler and he said that the vehicle has a software issue and his Tech Rep., Kevin S. from Chrysler is working on it. Brian said that the vehicle won't start and the customer attempts to give it gas and the engine gets flooded. He also said that the issue is also known by his DM, CJG8.

3/9/11 DS891

Called the DM, CJG8 and his voice mail said that he would be out of town. I called the Tech Advisor, KHS3 and he said that he will be speaking with engineers regarding that problem on tomorrow and it may take a couple of months to resolve the software issue. He said the problem is ambient temperature sensitive. He said that the problem is that the vehicle will start to flood and prohibit it from starting. Will follow up with CJG8, DM on Friday, March 11th.

3/11/11 DS891

Emailed the DM, CJG8 and also the Tech Advisor KHS3 and asked him if there was any new information or course of action on the vehicle. Will follow up on Tuesday, March 15th.

3/11/11 DS891

Received an email from the Tech Advisor KHS3:

I have not given them further direction as it appears a PCM (engine computer) software re-calibration may be required to address. This will likely be subject to validation of emissions with the EPA which increases our time to release in a TSB to the dealers. I have two similar cars furnished to the Emissions Lab here in Denver with engineers who are evaluating the condition and how to address it. I will know more this afternoon when I am there to pick the cars up to return to dealerships. Will follow up on Wednesday, March 16th.

3/16/11 DS891

Emailed the DM, CJG8 and the Chrysler Technician, KHS3 to get status of the software and also called the customer to let them know that our engineer is still working on a resolve for his matter and as soon as I hear something I would let him know. Will await a response from the engineer and will follow up on Monday, March 21st.

3/16/11 DS891

The General Manager, Mark Pittman in Ohio 513-683-3000 (Kings Dodge) called and said that the customer has called him and said that he is frustrated. He said that the customer believed that he was going to have to wait six months for the fix and his vehicle would not start. I told him that I had just gotten off the phone from leaving a voice mail for the customer that they were working on a software fix for the vehicle and that the DM was involved as well as the Chrysler Technician. Called the DM, CJG8 and told him that the customer called and said that he was very frustrated. The DM said that they are working feverishly on the fix and he had not heard any word on it taking six months.

3/22/11 DS891

Received an email from KHS3, the tech advisor for Chrysler and he said that it could be months before the software is developed. I emailed and left a voice mail the DM, CJG8 and asked him if he could please call me as the customer is saying that the vehicle is still stalling on him.

The DM, CJG8 emailed back and said that the tech advisor, KHS3 was going to inspect the vehicle. I responded via email and asked him when would that happen. Standing by for a response.

3/22/11 I spoke with customer and he stated he is gravely concerned regarding his vehicles no start condition. He stated the vehicle is to the point where it will not start every other time and it leaves them stranded. Customer stated as of yesterday it would not start. Customer stated that he is aware engineering is working on a software update to address this concern, but they do not have an estimated time of completion. I informed him we have been in contact with Chrysler regarding the status of the software update also. Customer stated that he will not settle for purchasing a piece of scrap metal. He stated he and his wife are having to ride their bikes to work in 20 degree weather. Customer alleges he has spoken with an attorney and has the contract from the attorney, but has not retained representation. Customer stated he did fax a copy of the repair orders to the attorney. Customer is requesting a replacement vehicle, since Chrysler does not have a current repair for his vehicle and Chrysler has informed him of this. I informed him I would contact Chrysler for review of his case and inform them of the conversation. I apologized to customer for the inconvenience and his frustration. I left a voice mail message for DM

I spoke with DM (cig3) and he stated per the Service Manager at Fort Collins the customer is to drop the vehicle off on Thursday 3/24/11 and the Tech Advisor will be out to inspect the vehicle on Friday 3/25/11. DM wants Tech Advisor to confirm the no start condition. I did let him know that customer stated yesterday the vehicle would not start. I informed DM customer stated he and his wife are riding bikes to work. I informed him the customer has spoken with an attorney, but has not retained the attorney. DM stated once inspection has been completed he will advise. I left a voice mail message for customer requesting he return my call. CM 3/22/2011 4:09:01 PM: User Comment by Chaliise Mackey: 3/22/11 I spoke with customer and confirm he will drop the vehicle off Thursday for the inspection on Friday. Customer stated the dealership had contacted him to set the inspection up. I informed customer we will follow up with dealer and Chrysler regarding the inspection findings. CM 3/23/11 DS891

Called Brian Scarborough, Service Manager at Fort Collins Chrysler and he said that the customer was going to drop his vehicle off on tomorrow afternoon for the Chrysler Technician to diagnose. I asked him to please provide the customer a loaner vehicle. I called the customer and left him a voice mail message as well and told him that a loaner vehicle would be provided for him and that we appreciated his patience and were working feverishly to resolve his matter. Will follow up on Monday, March 28th. 3/24/11 Emailed DLD37 at Chrysler for corporate tech involvement. CM 3/25/11 DS891

Called the customer and left him a voice mail message to see if he had taken the vehicle into Fort Collins and scheduled and to see if he needed anything. Left him a voice mail message. Called the Chrysler Technician, KHS3 who is scheduled to be at Fort Collins and left him a voice mail message as well to check status of the vehicle. Called Brian Scarborough, Service Manager at Fort Collins. Will follow up on Tuesday, March 29th. 3/28/11 DS891

Called the Chrysler Technician, KHS3 and got his voice mail. Sent him an email as well. Asked him for the diagnosis of this vehicle per his visit there on Friday, March 25th. Also called Brian Scarborough, Service Manager at Fort Collins and he said that the Technician was there and he was unable to duplicate the customer's concern. Will follow up with the Technician, DM and customer on Wednesday, March 30th. 3/30/11 DS891

Received an email from the Chrysler Technician, khs3 and he said that the vehicle did not exhibit any no start concerns. I called the Fort Collins Dodge and spoke with Katlyn and she said that the customer picked up the vehicle. Called the customer again and got his voice mail. Left him a message and asked him to give me a call back concerning the Technician's diagnosis on the vehicle. Will do a final follow up on tomorrow. 3/31/11 DS891

Called Fort Collins Chrysler and spoke with Brian Scarborough and he said that the customer picked up the vehicle. Called the customer and got his voice mail message and said that I was just checking on the status of the vehicle. Will do one more follow up on tomorrow.

4/4/2011 2:38:15 PM: User Comment by Chaliise Mackey: 4/4/11 I spoke with customer and he is irate regarding his vehicle. Customer stated he has spoke with Steve Harding (General Manager) at Fort Collins and he has a meeting with him on Friday to discuss his options to possibly take him out of the vehicle. Customer alleges that Steve told him that they could discuss the options, he could contact ISG everyday or he could hire an attorney. I reviewed with customer the tech advisor did inspect his vehicle and he was not able to duplicate the no start condition. I asked if I could contact Steve at Fort Collins and call customer back. I spoke with Steve the General Manager at Fort Collins and he confirmed he does have an appointment with customer to sit down with him and review his options on Friday afternoon. Steve stated they have provided the customer with a procedure to get the vehicle started due to the vehicle floods when trying to start, but this is not a normal start procedure. Steve believes there is still a reprogramming/software issue. I contacted customer again and reviewed confirmation of the appointment with Steve on Friday (4/8/11). I apologized to customer for the situation and informed him that I would handling his case from here. I asked customer about the procedure to start the vehicle and he claimed it only works every other time. He stated the vehicle would not start this morning. I apologized again and told him I would follow up on Monday, April 11th regarding his meeting with Steve. CM 4/7/2011 9:29:54 PM: User Comment by Chaliise Mackey: 4/7/11 I left a voice

mail message with customer to ensure he still plans to meet with Steve at Fort Collins Chrysler tomorrow. I asked that he return my call to confirm. CM

I left a voice mail message for customer requesting that he return my call regarding his meeting with Fort Collins. CM

4/11/11 I left another voice mail message for customer to please return my call. I provided my contact information again. CM

4/11/2011 1:53:14 PM: User Comment by Chaliise Mackey: I spoke with customer and he stated that he met with Steve at Fort Collins regarding trading his vehicle. He stated it would take him \$2,500.00 to trade and he is requesting assistance from Chrysler to provide the \$2,500.00. He did confirm that he would be going into the same model Jeep Patriot. He stated if Chrysler does not agree to this then he will probably have to go the Legal route. I stated I would contact Steve at Fort Collins to confirm the information and then provided his request to Chrysler. CM

4/11/2011 1:57:47 PM: User Comment by Chaliise Mackey: I left a voice mail message for Steve at Fort Collins regarding the customer and I conversation. I wanted to confirm he would be going into the same vehicle and trade difference of \$2,500.00 the customer quoted. I provided my contact information and asked he return my call. CM

4/11/2011 2:52:29 PM: User Comment by Chaliise Mackey: I left another voice mail message for Steve Hardy at Fort Collins to discuss customer s visit with him. Customer is requesting \$2,500.00 of assistance from Chrysler to get into a new vehicle. CM

4/11/2011 3:35:31 PM: User Comment by Chaliise Mackey: I spoke with Steve Hardy the General Manager of Fort Collins and he stated the actual difference is \$2,800.00 (the Auto Show Rebate expired on 4/9/11.) Steve did confirm the dealership has been able to duplicate the customer s no start concern. Steve confirmed the customer would be going into another Jeep Patriot just like his current one. I informed him I would notify Chrysler of the customer s request and really wanted to confirm the difference the customer is requesting. I emailed CRM (gpj1) regarding this update and requested he advise. CM

4/11/11 I received email response from CRM (gpj1) stating he will have to get with the Denver BC CRM. I requested he please advise. CM

4/13/11 Emailed CRM (gpj1) to see if he has an update regarding customer s request for assistance in the amount of \$2800.00. CM

4/13/11 Received email response from CRM (gpj1) and he is awaiting a response. CM

4/13/11 I spoke with owner and did inform him that Chrysler is reviewing his request and once a decision is made that I would notify him. I thanked the customer for his patience. Customer stated he is wanting a decision soon. Customer stated he has advised with an attorney regarding his request. CM

4/13/2011 2:21:02 PM: User Comment by Chaliise Mackey: DS891 received email from CRM (dir) regarding the status of the case. I provided the CRM (dir) information that CRM (gpj1) may have already emailed her regarding the customer s request for Chrysler to make up the difference and provide \$2,800.00 to get into another Jeep Patriot. I requested she advise. CM Area Manager is working with the dealer to trade customer out with trade cert assistance.

4/14/11 Received email from CRM (dir) 'Thanks, we are offering a trade certificate to cover the difference.' CM

4/14/11 I left a voice mail message for Steve at Fort Collins requesting that he return my call. I contacted him to review the Trade Certificate offer. CM _

4/14/2011 11:28:29 AM: User Comment by Chaliise Mackey: I left another voice mail message for Steve at Fort Collins regarding Chrysler to offer a Trade Certificate. I spoke with customer and he stated he spoke with Steve at Fort Collins and was aware Chrysler was to assist with the Trade Certificate. Customer thanked me for the assistance. AM to submit the Trade Certificate template. CM

AREA MANAGER AGREED TO OFFER \$3000 TRADE CERTIFICATE TO TRADE INTO NEW VEHICLE.

Customer Assistance Inquiry Record (CAIR)#**20462839**

VIN	1J4NT1GA5	BD		Open Date	02/25/2011	Built Date	10/29/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	11/20/2010	Mileage	1,800	Dealer Zone	51	CHICAGO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	63669	CENTER GARAGE INC					
Dealer Address	11009 WEST 133RD AVENUE						
Dealer City	CEDAR LAKE	Dealer State	IN	Dealer Zip	46303		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	HAMMOND IN	Country	UNITED STATES				

Product - Brakes - Unknown - Worn - Unknown	brakes/rotors
Corporate - Complaint Contact - Default - Default - Default	vehicle complaint

Agent updated COIN.

Customer is calling to set a complaint about his new 2011 Jeep that he just purchased a short time ago. Customer states that about a week ago he was driving and the car completely stalled on him in the middle of the road. Customer had to have his vehicle towed to his local mechanic, they hooked his vehicle up to the computer and saw nothing wrong with the vehicle. Now yesterday he states that he heard a really terrible noise happening with his vehicle so again he took it to his mechanic and they told him that his brakes and rotors were completely worn out. Customer is very upset that at this short period of time of owning his vehicle and only having 1800 miles on it that there was NO WAY he could have worn out the brakes in that time period. Customer states that the mechanics he was working with were of great help to him, fixing the brakes and rotors free of charge to him and giving him a means of transportation to and from work while this work was being done. He would just really like to have this complaint heard and know that he was very upset about the issues he is having on a brand new vehicle.

Customer Assistance Inquiry Record (CAIR)#

20487595

VIN	1J4NF1GBX [REDACTED]	Open Date	03/03/2011	Built Date	01/03/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR	
In Service Dt	02/12/2011	Mileage	2,411	Dealer Zone	74 DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE			
Transmission	DHD				
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LONGMONT CO [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Gas - Default	Customer run out of gas.
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Customer states he drove his vehicle from Colorado to Ca and run out of gas. Customer states he called a towing company to help him. Customer states did not know he had roadside assistance on his vehicle. Customer wants reimbursement for the towing fee. Customer states he trades his Jeep for a Liberty and don t own the vehicle anymore. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code? Reassigned to 88F ***** CASE MANAGER TEAM - District 88N ***** CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] customer states that a towing company brought him gas and he was charged 206.00 as he was stuck in the middle of the desert. Writer is authorizing reimbursement as a one time goodwill offer for the towing expenses. Case was reviewed with MC1118. Advised customer to submit original repair order & proof of payment to: Chrysler Customer Assistance Center PO Box 21-8004 Auburn Hills, MI 48321 Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependant upon verification of all documents requested. Customer was unable to do email reimbursement. CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:11pm EST. Customer answered. Customer stated that reimbursement documents have been sent in. Writer advised customer that reimbursement process will be completed after documentation is attached to CAIR. POSTMARK DATE: 030711; DATE RECEIVED: 031011 Documents attached. Writer called towing company at 970-242-8300 at 2:32pm EST and spoke with Kay the dispatcher who advised POP as Credit Card. Previous Agent Promise ***** Customer submitted documents for request for reimbursement for towing on their vehicle, (on line 18-19 in CAIR 20487595) reimbursement in the amount of \$206.00. Customer s proof of payment is: Credit Card Date of repair: 02/21/11 Labor \$191.00 Parts \$0.00 Tax \$0.00

Misc. Charges \$15.00

Total \$206.00

Writer is submitting check for approval in the amount of \$206.00.

Address in COIN matches address on customer s documents.

Writer called customer at [REDACTED]. Customer was informed of reimbursement and confirmed mailing address.

Approved

Customer Assistance Inquiry Record (CAIR)#**20615904**

VIN	1J4NT1GAX	BD	Open Date	03/28/2011	Built Date	01/06/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	01/29/2011	Mileage	1,420	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45359	CHAMPION DODGE				
Dealer Address	9655 FIRESTONE BLVD					
Dealer City	DOWNEY	Dealer State	CA	Dealer Zip	90241	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PARAMOUNT CA				Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Vehicle Stalling and Hesitating
Product - Drivability - Unknown - Stalling - Default	Vehicle Stalling and Hesitating

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer has experienced issues with their vehicle, where it stalls on the freeway or in the local traffic. Customer has brought the vehicle in to the CHAMPION CHRYSLER JEEP DODGE dealership for diagnosis. Dealership has diagnosed the vehicle with a problem with the speed sensor, however they have not replace it, they also mentioned that there is some type of problem with one of the modules on the vehicle. Customer was not able to clarify on this no technical expertise on this matter.

Briefly summarize what the customer is expecting:

Customer wants Chrysler to ensure that her vehicle is safe to drive, and the vehicle to be properly diagnosed.

****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] Work Phone Number (8 5PM Pacific Time

Preferred Afternoon/Evening call back number is [REDACTED] Work Phone Number (8 5PM Pacific Time

Customer email address for case updates: elmagoro@sbcglobal.net

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

Provided customer with the following dealerships if she intends to have the vehicle diagnosed somewhere else.

Cerritos Dodge

4.50 miles away

18803 studebaker rd

cerritos, CA 90703-5332

888-449-1614

Glenn E Thomas Dodge Chrysler Jeep

5.82 miles away

2100 e spring st

signal hill, CA 90755

562-426-5111

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

CHRYSLER JEEP DODGE 45359

Reassigned to 88F

OTS - BA215

***** CASE MANAGER TEAM - District Y *****

DEALER CONTACT

Writer called Dealer Code: 45359 Dealer Name : CHAMPION CHRYSLER JEEP

DODGE Dealer Phone : 562-862-3993 wishing to speak to service manager.

Transferred to Vincent (service advisor) who advised writer that the dealership did replace the trans control module and considers the vehicle safe to drive.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. No answer and no voicemail.

2nd attempt made to contact customer. No answer and [REDACTED] voicemail.

3rd attempt made to contact customer. Number dialed [REDACTED]. No answer. Call terminated.

4th attempt made to contact customer. Number dialed [REDACTED].

Writer reached customer and informed customer that the Chapman dealership did replace the trans control module and reported the vehicle safe to drive. Customer informed writer that the vehicle is now at Cerritos Dodge 888-449-1614 and that they have not been able to duplicate the issue with her vehicle. The vehicle is under warranty.

Cerritos Dodge Dealer Code 43012

DEALER CONTACT

Writer contacted Cerritos Dodge Dealer Code 43012 seeking to speak with the service manager. Transferred to voicemail by the receptionist and the service manager's name was not recognizable on voicemail. Writer left a message requesting a callback and left contact information and customer and vehicle ID information.

DEALER CONTACT

Arman (service manager) from Cerritos Dodge Dealer Code 43012 called to report this is now a STAR case and the dealership is working on exhaust and transmissions sides but has been unable to duplicate the issue.

CONTACT UPDATE - Number dialed [REDACTED]

Writer spoke with customer who wishes rental assistance. Writer advised customer that he will speak with his supervisor and with the dealer on this issue and be back in touch Monday.

DEALER CONTACT

Writer spoke to Tom (service manager at CHAMPION CHRYSLER JEEP DODGE who advised that this vehicle was in for repair but is gone now. Tom advised that the customer does not have a major credit card and that no rental assistance could be provided for that reason.

DEALER CONTACT

Writer attempted to contact Cerritos Dodge 888-449-1614 but the message said no one was available to take the call.

CUSTOMER CONTACT

Writer spoke with supervisor JB1549 who advised declining rental assistance until we have a diagnosis as to what is wrong with the vehicle and determine if it is a Jeep issue.

Writer attempting to call customer at [REDACTED]. No answer.

Writer attempting to call customer at [REDACTED]. Left contact number with receptionist.

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

[REDACTED] (Not in office today) & [REDACTED] No answer.

CUSTOMER CONTACT

Vehicle driving normally at this time. Writer advised customer we will close the case for now but can reopen if needed. Writer provided case number and contact information and asked customer to call in if there is another issue. The Cerritos dealership could not duplicate the issue with the vehicle.

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

Customer Assistance Inquiry Record (CAIR)#**20821764**

VIN	1J4NT4GB5	BD		Open Date	05/13/2011	Built Date	03/31/2011
Model Year	2011	Body	MKTH74	JEEP PATRIOT LATITUDE X FWD SPORT UTILITY			
In Service Dt	04/29/2011	Mileage	854	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	26698	GREATER MOBILE CHRYSLER JEEP, INC.
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Dealer Address	3016 GOVERNMENT BLVD		
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Dealer City	MOBILE	Dealer State	AL	Dealer Zip	36606
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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PENSACOLA FL		Country	UNITED STATES
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Corporate - Recall - Default - Default - Default
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Requesting recall information.

Caller stated that he is currently having an issue with his vehicle. Caller stated that while he was driving the vehicle he went to turn left and the vehicle shut off. Caller stated he was looking online and found recalls issued for other Chrysler and Dodge products and wanted to know if it applied to his vehicle or if agent had heard any complaints to it. Agent advised caller that there were no recalls issued for his vehicle at this time. Agent advised caller that if there are any recalls issued for his vehicle that he will be notified by mail and at that time if he has this issue fixed he would be able to submit his receipts for possible reimbursement. Agent advised caller that it is partly because of customers like him that call in and make Chrysler aware of issues with the vehicles that can lead to recalls in the future.

Customer Assistance Inquiry Record (CAIR)#

20868183

VIN	1J4NF1GB5	BD	Open Date	05/23/2011	Built Date	12/10/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/04/2011	Mileage	0	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	67465	CARRIAGE TOWNE CHRYSLER DODGE	JEEP INC			
Dealer Address	2815 STRATFORD RD					
Dealer City	DELAWARE	Dealer State	OH	Dealer Zip	43015	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FINDLAY OH	[REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	Vehicle stalls sometimes when he goes into reverse.
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 : 05/23/2011
 Survey Number : 364904
 Quality Survey ID Number: 187731578
 Survey Date : 05/20/2011
 VIN Last 8 : BD [REDACTED]
 CQI Comments : 4194205176
 ***** CASE MANAGER TEAM - District Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 2nd attempt made to contact customer at phone number [REDACTED]. Left message.
 3rd attempt made to contact customer at phone number [REDACTED]. So far he likes it, but only had one concern and that is the vehicle seems to stall when going in reverse. Customer states is only happens sometimes and the dealership explained that it should resolve it self. Customer currently has 2500 miles and was informed if the issue continues to bring the vehicle in. Customer stated that it does seem it is starting to get better.

Customer Assistance Inquiry Record (CAIR)#

20961786

VIN	1J4NT1GAX	BD	Open Date	06/11/2011	Built Date	11/09/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	12/30/2010	Mileage	2,702	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	43549	BREWBAKER DODGE CHRYSLER JEEP
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Dealer Address	300 EASTERN BLVD					
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Dealer City	MONTGOMERY	Dealer State	AL	Dealer Zip	36117	
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Owner		Contact Type	E-MAIL
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Address		Home Phone	
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MONTGOMERY AL	Country	UNITED STATES
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Product - Drivability - Unknown - Stalling - Default	Not resolved at dealership, seeking assistance
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Purchased car 12/30/2010, worked fine untill last week of
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 May,car will come to a stop by itself, engine is on, gas pedal is pressed
 but car will stop itself? Have to put in park, turn vehicle off and on
 to
 get it to go when this happens, has ocured 4 times in last 10
 days,Dealer
 could find nothing wrong 1st visit(they did PCM update-?), when it
 happened
 again this week, took back to dealer, they currently have vehicle. I am
 not
 happy about a 5 month old car that will stop itself, what if I have an
 accident because if this? I would like someone to contact me from
 JEEP,please
 *****END OF CUSTOMER EMAIL *****

Dear [REDACTED]
 Thank you for contacting the Jeep Customer Assistance Center.
 Your email was reviewed by Customer Care for Jeep vehicles and has been
 forwarded to a more appropriate area for their attention and response.
 This referral action will provide the best opportunity for your request.
 A representative will be in contact with you within one (1) business day.
 We appreciate the time and effort you took to tell us of your concern
 with our product. Comments like yours are one way to learn of problems
 that develop and the improvements desired. We have documented your
 comments and provide them to the product development team for review.
 Chrysler Group has made tremendous gains in customer satisfaction and
 vehicle quality and we are dismayed to learn that your expectations have
 not been met. Please accept our apology for the problems you have
 experienced.
 Thanks again for your email.
 Sincerely,
 Nick
 Customer Service Representative
 Jeep Customer Assistance Center
 *****END OF CAC EMAIL RESPONSE*****

 Vehicle still under warranty
 Customer stated the dealer is not able to make good on the repair.
 Customer is seeking assistance from Jeep for further 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: [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? 43549
*****Reassigned to 88F*****

* * * * * CASE MANAGER TEAM - District M * * * * *

Status update provided via email to the following email address:

[REDACTED]
Dear Customer,
Case #: 20961786
VIN: 1J4NT1GAXBD [REDACTED]
Vehicle Description: 2011 JEEP PATRIOT FWD SPORT UTILITY 4-DOOR
My name is Brett and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 20961786
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66208
My work hours: 9:00 AM 5:30 PM Eastern Standard 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,

Brett

Customer Care

End of Status Update

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

Caller requesting to speak with Case Manager.

Service Manager Bobby states that the customer states that the vehicle will just randomly shut off but it does restart. Sm states that he personally drove the vehicle for about 75 miles and the concern was not duplicated. SM states that if the customer has had another concern with this happening he will do all that he can and needs to do.

Writer contacted customer who states that when transmission shuts off the vehicle slows down to a stop however you can still hear the engine running and the electrical things still work. Customer states that he feels that the dealership just does not care about his concern and he is frustrated with his new vehicle. Customer states that he will take the vehicle to the dealership Wednesday, June 15, or Thursday, June 16. Writer called customer. Customer states that he is going to wait until the vehicle does the concern again. Writer explained that his case would be closed however if the concern persists writer informed customer to feel free to contact CAC back and we would be willing to work with him and the dealership through this concern. Customer understood.

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

Customer Assistance Inquiry Record (CAIR)#**20963139**

VIN	1J4NT1GA1	BD		Open Date	06/10/2011	Built Date	03/17/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	05/28/2011	Mileage	549	Dealer Zone	51	CHICAGO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Dealer	44124	EXPRESSWAY DODGE INC					
Dealer Address	5531 E INDIANA						
Dealer City	EVANSVILLE			Dealer State	IN	Dealer Zip	47715
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	OWENSBORO KY					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default

vehicle stalls in traffic.

Caller had a question regarding a sixty day return policy, agent could not find information on this plan. Caller stated they do not want this vehicle back, agent found a number that was associated with the Pledge Plus incentive program for 2010 vehicles and provided to the caller. Caller was advised to call back to CAC if he feels it is necessary to start a replacement case.

Customer Assistance Inquiry Record (CAIR)#

20965150

VIN	1J4NT1GA1	BD	Open Date	06/10/2011	Built Date	03/17/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	05/28/2011	Mileage	549	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	44124	EXPRESSWAY DODGE INC				
Dealer Address	5531 E INDIANA					
Dealer City	EVANSVILLE	Dealer State	IN	Dealer Zip	47715	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	OWENSBORO KY	Country	UNITED STATES			

Product - Engine - Unknown - Other - Default	would like a replacement vehicle.
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:
 Vehicle stalls out while driving and owner doesnt think its safe for his wife and 2 month old son and he would like a replacement vehicle, he has only had the vehicle for a few weeks.
 Briefly summarize what the customer is expecting:
 Customer wants replacement vehicle.
 ****End structured narrative T2 - Beginning Narrative
 Customer informed a call back is required and will take place within one business day.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates:
 Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back or replacement? replacement
 Reassigned to 88L
 ***** QUALIFIER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.
 ***** ATTENTION SERVICE DIRECTOR/MANAGER *****
 This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
 RESEARCH RESULTS:
 Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.
 Number of related repair attempts = 0
 Number of days out of service = 0
 Call back 6/14.
 Reassigned to I2R for follow-up.
 Caller requested to speak to the case manager. Agent transferred caller to the case management department.
 Caller requesting to speak with Case Manager.
 ****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
 6/15/11 DS891

Spoke with Bryan Dillon, Service Manager at Expressway Dodge and he said that both times that the customer brought the vehicle in they were unable to duplicate his concern. He said that the customer wanted to replace the vehicle. He said that Star said that there could have been bad gas. He said that he spoke with his AM, MAW103 and he said that if they were unable to duplicate the customer's concern they would be unable to replace it. Bryan said that he was going to call the customer to have him pick up the vehicle.

6/15/11 DS891

Spoke with the customer and he said that on Memorial Day the vehicle stalled on him and then it stalled two additional times. He said that they asked Expressway Dodge Inc. to replace the vehicle but they wouldn't. He said that the vehicle is there now. He said that it went in last Monday for one day and then it went back in Thursday. He said that they are in a loaner vehicle right now. He said that he has been having problems since the day they purchased it.

6/17/11 DS891

Spoke with the customer and he said that the dealership was unable to duplicate his concern. He said that he disagrees because it stalled on his wife and it scared her and him. He said that he wanted the vehicle replaced. I told him that without us being able to duplicate the concern, we could not justify any replacement nor repair. I apologized to him and told him that I really wanted to help him but without any symptoms or codes, we would be unable to duplicate a concern. I gave him a scenario and asked him if he owned a refrigeration company and he had a customer said that the freezer stopped working and he went to service the refrigerator and the freezer was working according to the manufacturer specifications, would it seem feasible to replace the refrigerator. He said that he understood that scenario and he understood business. I told him that if he needed anything in addition or if the vehicle stalled on him please call me and take it to the dealership because we are sincerely here to take care of him.

6/17/11

Spoke with the AM, MAW103 and he said that he was aware of the vehicle and without a duplication of the concern, they would be unable to do anything with the vehicle. I called the customer and told him what the AM said and it echoed our conversation. I told the customer that we were here to help him and wanted to assist him in any way possible. I made sure the customer had my number and told him to call me if needful and I would be happy to assist.

If the customer calls again with additional concerns, please refer them to DJ Streat/I2R Coordinator at 888-542-7239 extension 465.

Customer Assistance Inquiry Record (CAIR)#**21001041**

VIN	1J4NT1GB6	BD	Open Date	06/18/2011	Built Date	11/09/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/13/2011	Mileage	150	Dealer Zone		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	GRAHAM TX		Country	UNITED STATES		

Product - Drivability - Unknown - No Start - Default	Customer upset vehicle will not start.
Product - Unknown - Unknown - Stalling - Default	

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

New Vehicle Complaint

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

To whom it may concern, My name is [REDACTED] I am currently stationed in Aviano Italy for the United States Air Force. I am currently 4 months pregnant and thought what better vehicle to get for my first family car than a 2011 Jeep Patriot. Funny thing is the day after I picked up the vehicle from our base exchange that has them shipped over to us while we are over seas it didnt work. I hoped that it was just a little glitch in the system because not but 20 min. later it started right up. Drove like a champ all day loved it the smooth ride perfect vehicle considering I had a 2010 Jeep wrangler 4x4 Rubicon in the states at my parents house since I had to leave for over seas. But day two lovely morning but once again vehicle didnt start causing a lot of problems when your a cop and you have to be at work for a appointment that you can not reschedule. Not only did I recieve a Jeep that did not work properly it put me at a very unsatisfied position. To love Jeeps and purches my own with out my parents for the first time and to pick a vehicle that I would believe would be safe for not only me but for a vehicle I would think I could rely on when ever I have my baby really upsets me. This is not a letter to be mad and angry at Jeep but to inform that for a vehicle to be shipped over seas to a military member that does not live anywhere near the base for the member to be pregnant and cant even get the car to start while jumping it for myself to have medical appointments that I have to call and cancel because I can not get my vehicle to start is a very big problem. I had a 1993 BMW 5 series that was a piece of crap and I junked it for a brand new Jeep that well I should have just kept the BMW when this issue had happened. I currently do not know the status of my Jeep I do know that it is a problem with the mechanics and most likly will have to have them shipped over seas to Italy just to be fixed. I dont know if anybody else can see the issue that is going on but I personally do not believe that the Jeep should have been released to over seas nor should anybody have to deal with this problem what so ever with a new vehicle at all! Thank you for you time. [REDACTED]

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

ROUTED TO INTERNATIONAL

Dear Ms. [REDACTED] :

Thank you for contacting the Chrysler Customer Assistance Center. Your email was received by the Chrysler Customer Assistance Center that addresses issues with vehicles currently in the United States. We recommend that you contact our Military Sales/Service office in Europe by calling [REDACTED] or contact them at [REDACTED]. That Center is staffed with trained professionals, ready to address your concerns.
Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)#

21003448

VIN	1J4NT1GA1	BD1	Open Date	06/18/2011	Built Date	04/04/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	04/28/2011	Mileage	2,300	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	56904	SOUTH DADE DODGE
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Dealer Address	16501 SOUTH DIXIE HIGHWAY		
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Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33157
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Owner	[REDACTED]		[REDACTED]	
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[REDACTED]	[REDACTED]	Home Phone	[REDACTED]
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MIAMI FL [REDACTED]	Country	UNITED STATES
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Product - Drivability - Unknown - Stalling - Default	Random
Corporate - Rental Vehicle - Default - Default - Default	request for rental

Customer states that their vehicle is having an issue with the vehicle shutting of for no reason. Customer states that the vehicle is at the dealer and they do not want to drive it. Customer does not feel safe driving the vehicle. Vehicle is currently at the dealer. Customer would like to request a rental. Customer is going to pay out of pocket for the rental and would like to submit for reimbursement on Monday.

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 same

Customer email address for case updates: [REDACTED]

Reassigned to 88R

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

Status update provided via email to the following email address:

[REDACTED]

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

Your Case number: 21003448

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66249

My work hours: 7:45am-4:15pm Eastern Time Monday-Friday

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

End of Status Update

****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

Writer spoke with SA Nelson as SM was not available. SA states that dealership was unable to duplicate the concern.

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

[REDACTED] Writer spoke with customer. Customer states that issue has recurred since he picked it up. Customer will be returning to vehicle.

Writer advised that good will rental will be considered once a diagnosis is obtained. Customer would like a follow up 6/27/2011.

Writer attempted to contact customer. Writer left message.

Writer spoke with customer. Customer states that at this time vehicle appears to be OK. Customer would not like case closed as issue may recur.

Customer states that case can be placed on a hold and he will call back if rental assistance is needed.

Customer Assistance Inquiry Record (CAIR)#

21061667

VIN	1J4NT1GA2	BD	Open Date	06/30/2011	Built Date	03/08/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/21/2011	Mileage	0	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	65870	TRI-COUNTY CHRYSLER PRODUCTS				
Dealer Address	1290 HEBRON ROAD					
Dealer City	HEATH	Dealer State	OH	Dealer Zip	43056	

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

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

CPS Survey Record Received Date: 06/30/2011
 Survey Number : BD16759501
 Quality Survey ID Number: 189983621
 Survey Date : 06/27/2011
 VIN Number : 1J4NT1GA2BD [REDACTED]
 Mapping Class : No Reason
 Event Type : Vehicle sale
 CPS Score : 9
 ***** CASE MANAGER TEAM - District Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 740-349-5009. Left message.
 2nd attempt made to contact customer. Left message.
 3rd attempt made to contact customer. Mr. Hoover states that the vehicle
 is having some trouble with starting and will occasionally stall out.
 Writer sympathized and referred customer to dealer to have issue
 diagnosed. Customer understood. Writer provided the Jeep CAC number.

Customer Assistance Inquiry Record (CAIR)#**21078577**

VIN	1J4NF4GB4	BD [REDACTED]	Open Date	07/06/2011	Built Date	11/19/2010
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY		
In Service Dt	12/11/2010	Mileage	7,833	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	66932	FULLERTON CHRYSLER JEEP DODGE CORP
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Dealer Address	1050 ROUTE 22		
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Dealer City	SOMERVILLE	Dealer State	NJ	Dealer Zip	08876
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	[REDACTED]
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SOUTH PLAINFIELD NJ [REDACTED]	Country	UNITED STATES
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Product - Drivability - Unknown - Stalling - Default	Customers vehicle stalls and loses power while driving.
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Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler today because she feels her vehicle is unsafe to drive and the dealership says nothing is wrong with it. Customers vehicle stalls and loses power while she is driving.

Briefly summarize what the customer is expecting: Customer is expecting to have a safe vehicle. Customer wants the dealership to fix this vehicle safely so she can drive it. Agent informed customer that a case manager will be contacting her by COB tomorrow.

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

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer spoke to the customer who stated a lighted icon comes up that indicates a throttle issue. He stated the owner's manual states if this happens to go immediately to the dealership. Writer advised the customer to continue working with the dealership. Writer also advised a call would be made to the dealership.
 He stated the dealership stated there is not anything wrong with the vehicle.

Agent attempted to contact dealer Service Manager Rich however, SM not available. Left message for a return call at extension 66376
 Caller requesting to speak with Case Manager.
 Writer spoke to SA Erin who can not re-create the issue. Mr. [REDACTED] was suppose to pick the vehicle up 7/5/2011. SA Erin stated no codes on the vehicle. Mr. [REDACTED] has possession of the vehicle.
 Writer spoke to Mr. [REDACTED] who stated that he does have possession of the vehicle. Customer stated he tried to explain what he thinks the issue is and he states that the dealer didn't want to listen to him.
 Customer stated he was going to call back in if the issue comes up again.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**21085476**

VIN	1J4NT1GA1	BD1	Open Date	07/08/2011	Built Date	12/09/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	03/10/2011	Mileage	4,000	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	68646	MYRTLE BEACH CHRY-JEEP INC
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Dealer Address	785 JASON BLVD		
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Dealer City	MYRTLE BEACH	Dealer State	SC	Dealer Zip	29577
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Owner		Contact Type	ROADSIDE
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Address		Home	
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MYRTLE BEACH SC	Country	UNITED STATES
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Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2011-07-08
Road Side File Created 07-08-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
HIGHWAY 501 N 785 JASON BLVD
CAROLINA FOREST BOULEVARD
MYRTLE BEACH MYRTLE BEACH
SC USA SC
VEH STALLED IN PRK LOT//VEH IS BLACK//VEH IN PRK L
DEALER CODE : 68646 MYRTLE BEACH CHRY-JEEP INC

Customer Assistance Inquiry Record (CAIR)#

21096680

VIN	1J4NF1GBX	BD	Open Date	07/11/2011	Built Date	03/22/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/15/2011	Mileage	3	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				

Dealer	44561	BROWN'S DODGE CHRYSLER				
Dealer Address	960 HILTON HEIGHTS RD STE B					
Dealer City	CHARLOTTESVILLE	Dealer State	VA	Dealer Zip	22901	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	STANARDSVILLE VA	Country	UNITED STATES			

Product - Transmission / Transaxle - Manual Trans / Transaxle - Other - Default	Wouldn't go up.slight inclines
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	

CPS Survey Record Received Date: 07/11/2011
 Survey Number : BD17790603
 Quality Survey ID Number: 190493795
 Survey Date : 07/08/2011
 VIN Number : 1J4NF1GBXBD
 Mapping Class : Legal
 Event Type : 1st Service customer pay
 CPS Score : 5

Survey says, 'Right before we serviced it, went to go climb a hill with it. Put it in 4WD and this is part of our driveway that we drive up with all of our vehicles. Wouldn't go up. It stalled. Put it in 4WD. Still wouldn't go up it and stalled. You're only talking about a six foot incline. It's about a 45 degree angle. If it can't do that in dry weather conditions, I really have absolutely zero confidence this is going to handle this road when we have snow and ice on it. We took it back to get serviced because it was about due for the oil change. Everybody in there from the service professional all the way to the manager is trying to reassure us that 4WD in that vehicle works absolutely fine; that there's absolutely nothing wrong with it, it can handle any road conditions. It's only been like a day since we had the problem with it stalling going up a hill. We know better and we're like 'If it's not the 4WD engaging, then it has to be a fuel system problem because once it gets up to a 45 degree incline in 2WD or in 4WD, you step on the gas and the engine chokes out. Oh no, no. There's absolutely nothing wrong with your vehicle. Then we asked them 'Did you put it at a 45 degree incline?' No. Then how can you tell me there's nothing wrong with it if they're not trying to recreate where we're having the issues? It's a 4WD vehicle. We tell them where we're driving. That's why we bought it. The sales rep when we were buying the vehicle talked about how great it was, it could handle any road conditions just like every other Jeep. Based on past performance of Jeeps, I didn't have any reason to doubt them. But now we have this one and I'm really kind of anxious to see how it happens this winter if we get some snow if it's going to make it up to the house or am I going to have to leave it at the bottom of the mountain and walk back and forth. If that's the case, I could have just bought a 2WD fuel efficient vehicle instead of a Jeep that's only getting maybe 25, 28 MPG. I was not at all satisfied. I don't like when I know there's something wrong with a vehicle having a service professional sit there and tell me that it's working completely fine; that that's how the vehicle works. Then make up a reason why that vehicle is working within specifications and then not being able to show us in the owner's manual.'

***** CASE MANAGER TEAM - District 88Z *****

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.

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

Customer Assistance Inquiry Record (CAIR)#**21102976**

VIN	1J4NT1GA6	BD	Open Date	07/13/2011	Built Date	05/02/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	05/27/2011	Mileage	0	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45215	SOUTH POINTE CHRYSLER JEEP DODGE				
Dealer Address	9240 S. MEMORIAL DRIVE					
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74133	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAPULPA OK			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Drivability - Unknown - Stalling - Default	

CQI Survey Record Received - DATE : 07/13/2011

Survey Number : 422294

Quality Survey ID Number: 190656346

Survey Date : 07/12/2011

VIN Last 8 : BD

CQI Comments : stalling trouble

***** CASE MANAGER TEAM - District z *****

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

Writer was told that her number is

Writer contacted customer at 0, Customer states that the vehicle has been stalling like once a week usually at stop lights and she took it to the dealership and they could not find anything wrong with it, Writer advised that we will document the information in here and advised to keep track of when it does it so the dealership can duplicate it and if he has any further questions or concerns he can contact us back and provided cair# and call back number for Jeep CAC.

Customer Assistance Inquiry Record (CAIR)#

21114810

VIN	1J4NT1GA7	BD		Open Date	07/15/2011	Built Date	05/26/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	06/14/2011	Mileage	1,480	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	43380	LANDERS DODGE					
Dealer Address	315 EAST GOODMAN RD						
Dealer City	SOUTHAVEN			Dealer State	MS	Dealer Zip	38671
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	HORN LAKE MS					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	customer's vehicle shuts off
Product - Electrical - Remote/Key Fob - Default - Default	shut-off
Corporate - Excessive Contacts - 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:
 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?43380
 Reassigned to 88F
 Briefly summarize why the customer is contacting Chrysler:Customer is unhappy cause his 2011 Jeep Patriot, is shutting off at times, 3 times in past 4 weeks, the dealership said they have a similar jeep that they don t know how to repair
 Briefly summarize what the customer is expecting: To get his vehicle repaired quickly. IF they can t fix it he doesn t want it.
 Customer is also worried cause his fiance is pregnant, and the vehicle is for her, he doesn t want her getting into any accidents
 ***** CASE MANAGER TEAM - District ? U U *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Contacted the customer. Customer states he took the vehicle to the dealership last weekend and the dealership told him that there is no fix for the vehicle. Customer was also not given a rental vehicle for the issue and customer is upset with the problems on the new vehicle. Cm will contact the dealership to see what can be done.
 Customer calls to speak with their Case Manager.
 Customer calls to speak with their Case Manager.
 Agent attempted to contact Scott (SM), however,
 Left message for a return call to PS602 at extension 66180.
 Customer states that the issue with his vehicle happened again. Customer states that the vehicle shut off without warning. Customer states that he would like to speak to CM/PS602. PS602 was unavailable at this time.
 Writer advised customer that the case would be documented and the CM would be made aware to contact him back as soon as possible.
 Agent attempted to contact dealer Service Manager Scott, however, SM not available. Left message for a return call at extension 66180.
 Customer called to speak with case manager. Agent transferred to case management.
 Mr. [REDACTED] requesting to speak with Case Manager.
 Customer contacted chrysler to speak with the CM. Transferred customer to the general CM line 1-800-763-8422.
 Mr. [REDACTED] requesting to speak with Case Manager. Customer states that

they are currently at the dealer and will be leaving the vehicle for 3 days. Customer states they are frustrated that they have not had any communication since 18July11. Customer requests 'a case manager that will actually do something and call ?themÜ back.'

Customer calls to speak with their Case Manager. ext 66180

Customer called in and left a message yesterday, the customer has not been contacted in over a week. Writer left note on CM desk

Customer calls to speak with their Case Manager. Writer advised of case management contact number 1-800-763-8422 ext 66180. Writer transferred per caller request.

2nd attempt made to contact customer. No voicemail available. No message left.

Contacted the Stan because the SM was out of town. Stan states after extensive diagnosis work, the PCM was replaced based on what the diagnosis showed. Customer received his vehicle and Stan feels that the vehicle has been repaired correctly. Contacted the customer to follow up with the repair. No voicemail available, no message left.

4th attempt made to contact customer.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#**21116544**

VIN	1J4NF1GB6	BD	Open Date	07/15/2011	Built Date	02/16/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/21/2011	Mileage	4,300	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE				
Dealer Address	60 ROUTE 304					
Dealer City	NANUET	Dealer State	NY	Dealer Zip	10954	
Owner					Contact Type	LETTER
Address					Home Phone	
	PARK RIDGE NJ				Country	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default

reimbursing 2 months car payment

Customer complained of a stalling concern. Vehicle had been in and out of the dealer and kept for several weeks at a time for road testing purposes to try to duplicate a stall. Dealer did duplicate it during 1 visit but not other visits. Before the last repair (cannister filter) was performed, the customer refused to pick up her vehicle...during that time, the tech advisor suggested replacing the cannister. Customer had been renting a vehicle on her own during this time. Vehicle was down during repairs for 36 days and longer if you count the time the customer refused to pick it up. Customer alleges \$1,000 in rental expense. Writer agreed to reimburse 2 months car payments of 503.10 each or \$1,006.20. ppf.
 POSTMARK DATE: 072911; DATE RECEIVED: 072911

Customer Assistance Inquiry Record (CAIR)#

21123882

VIN	1J4NT1GA6	BD		Open Date	07/18/2011	Built Date	05/02/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	05/27/2011	Mileage	4,200	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer 45215 SOUTH POINTE CHRYSLER JEEP DODGE

Dealer Address 9240 S. MEMORIAL DRIVE

Dealer City TULSA **Dealer State** OK **Dealer Zip** 74133

Owner [REDACTED] **Contact Type** TELEPHONE

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

SAPULPA OK [REDACTED] **Country** UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	Case on hold pending diagnosis.
Corporate - Rental Vehicle - Default - Default - Default	Rental vehicle

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that her vehicle stalls for no reason. Customer states that it happened 3-4 times a week. Customer states that she has taken it to the dealer and they have kept it for a couple hours, found nothing and have her to leave it overnight. Customer stated that she needs a loaner for overnight and the dealer states they do not do that.

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

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED] cell
 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? 45215
 Reassigned to 88R

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

Writer spoke with SA Scott. SA states that vehicle is not currently at dealership.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer spoke with customer. Customer states that vehicle is not currently at dealership. Customer was seeking a rental during diagnosis. Writer advised that a diagnosis is needed first. Writer advised that if customer needs a rental before the diagnosis she is welcome to rent a vehicle and as long as there is no neglect abuse reimbursement can be offered up to \$35.00 a day for a CDJR and \$20.00 a day for a competitor. Customer was grateful.

As rental decision was made writer is forwarding case to correct zone case manager.

Contact attempt, phone number dialed, [REDACTED]
 The customer stated that she is not sure when she will get the vehicle to the dealer to have them attempt to diagnose the concerns again, the customer stated that she had the vehicle at the dealer last week and they was not able to duplicate her concerns. The writer advised the customer that we would like to assist in any way we could, the writer informed the customer that when she is able to get to the dealer and can get a diagnosis to contact the CAC back. The case will be placed on hold until the customer calls back with a diagnosis. The customer understood and thanked the writer for the follow up call. Placing CAIR on hold.

Customer Assistance Inquiry Record (CAIR)#**21125165**

VIN	1J4NF4GB2	BD	Open Date	07/19/2011	Built Date	05/09/2011
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY		
In Service Dt	06/16/2011	Mileage	1,989	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	65138	ATLANTIC CHRYSLER-JEEP				
Dealer Address	1 TILTON ROAD					
Dealer City	PLEASANTVILLE	Dealer State	NJ	Dealer Zip	08232	
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SPARKS MD	[REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2011-07-19
Road Side File Created 07-19-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1630 N ALBANY AVENUE 1 TILTON ROAD
N US HIGHWAY 40
ATLANTIC CITY PLEASANTVILLE
NJ USA NJ
DRIVER IS CHRISTA RODIO - VEH STALLED - RUNNING RO
DEALER CODE : 65138 ATLANTIC CHRYSLER-JEEP

Customer Assistance Inquiry Record (CAIR)#**21130062**

VIN	1J4NT1GA8	BD		Open Date	07/19/2011	Built Date	10/06/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	11/07/2010	Mileage	14,000	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE					
Dealer Address	11101 NURSERY FIELDS DRIVE						
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	JACKSONVILLE FL			Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Customer called in and stated that he is very upset because his vehicle loses all power and this is unsafe. Customer states they are not able to find the problem or if there is ever going to be a fix for this problem. Customer is to the point right now he wants us to take this vehicle back. customer does not want a chrysler vehicle at all. 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: XXXXXX@XXXXX.com
 Who has possession of the vehicle? (Dealer)

Is this a request for Lemon Law, buy-back or replacement? Lemon Law
 Reassigned to 88L

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

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

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

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

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.
 Number of related repair attempts = 1
 Number of days out of service = 1
 Call back 7/21.

Mr. Richardson requesting to speak with Case Manager.
 Customer calls to speak with their Case Manager. Sent to voicemail. Caller stated his case manager had contacted him earlier however he was unavailable to speak with him. Caller stated that he had tried to contact the case manager back but has not been able to get ahold of him. Agent advised caller they would transfer him to his case manager for further assistance.

Customer calls to speak with their Case Manager.
 Reassigned to I2R for follow-up.

Customer called and would like case manager to contact him as soon as possible

Customer called in and would like case manager to contact him as soon as possible. Customer is frustrated that no one is returning his call.

CAC transferred to CM @1.800.763.8422

Customer called in wanting to speak to the lemon law department. Writer advised customer the case has been escalated to Impartial Services Group he would have to wait until the Impartial Services Group contacts him. Writer advised customer there is no time frame on when they will contact him.

Customer calls in requesting a Lemon Law form for the state of Florida. Agent informed customer this form is available through her state via Answer Connect 16918

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

07/27/11 CN146:

Per Alex (service advisor) at Jacksonville Chrysler the vehicle was in on July 5th for maintenance and inspection.

07/27/11 CN146:

Completed the initial call with the customer. The vehicle has been at Jacksonville Chrysler for 15 days for stalling while driving. They have him in a rental vehicle. They have seven Patriots on the lot doing this. A Chrysler engineer has been out to assist. Called for the service manager at Jacksonville Chrysler and left a voice mail message requesting a return call regarding this vehicle. The customer has sent in Lemon Law paper work to Chrysler.

07/28/11 CN146:

Received certified letter in CAIR number 21168811.

Customer Assistance Inquiry Record (CAIR)#

21133237

VIN	1J4NT1GA1	BD194898	Open Date	07/20/2011	Built Date	03/31/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/06/2011	Mileage	300	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
Dealer Address	11101 NURSERY FIELDS DRIVE					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	NEPTUNE BEACH FL [REDACTED]	Country	UNITED STATES			

Referral - Legal - Default - Default - Default	Customer states she no longer wants her vehicle
Product - Electrical - Transmission Control Module - Other - Default	Vehicle stalling
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s husband purchased the vehicle in June 2011 and the vehicle stalled 3 times. Customer brought the vehicle to the dealership on July 7, 2011. Customer stated that an Engineer from Chrysler went to the dealership last week and spent two days at the dealership. The engineer indicated that the issue appears to be the computer module however, he is not certain. The dealership is not aware of how to fix the issue. Customer called at the suggestion of the dealership to indicate that her and her husband no longer wish to have the vehicle. The customer is requesting to have a new vehicle of her choice.

Briefly summarize what the customer is expecting: The customer is requesting to have another vehicle of her choice.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A

Who has possession of the vehicle? (Dealer)

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

Reassigned to 88L

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

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

[REDACTED]

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

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

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

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed related repairs at this time.

Number of related repair attempts = 0.

Number of days out of service = 0.

Writer called customer and informed her that at this time the vehicle does not have any repairs to be able to qualify for the lemon law.

Customer stated that the vehicle has been into the dealer since July 7.

Writer informed the customer that we are sending the case over to a case

manager for further review.

Writer called dealer and left message for SM Eddie informing him the customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending case over to 88D.

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
7/26/11 DS891

Called the customer and she said that there was a stalling issue with the vehicle. She said that the vehicle was at the Jacksonville dealership. She said that the vehicle has been there since July 7th. She said that she is getting an attorney on tomorrow. She said that the vehicle stalled on her. She said that the engineer from Chrysler was flying down to handle the problem. The customer said that there was someone at the call center that was very rude to her and she told her that she was going to get an attorney and the call center personnel told her to go ahead and she said that she contacted one. I told the customer that rude was not the Chrysler way and if she would just hold off on the attorney, I would see if I could assist her. I told her that I would be her personal case manager and would attempt to bring a happy resolve. I apologized to the customer for the stalling issue so early in her ownership and also for the rudeness of anyone representing Chrysler. She accepted my apology.
7/26/11 DS891

Called Jacksonville Chrysler and left a message for the service manager, Eddie Wisen. Asked him to please give me a call back concerning the repair status, diagnosis and the Chrysler technician that came to look at the vehicle. Will follow up on Thursday, July 28th.

7/29/11 Ds891

Called Eddie Wisen, Service Manager at Jacksonville Chrysler and left him a voice mail message asking about his contact with Star and if he needed any parts expedited.

8/1/11 DS891

Called Jacksonville Chrysler and asked for parts and I spoke with Chris in parts and he said that he does not have any parts on order for this vehicle. He transferred me back to service and I spoke Alex and he said that Christy was the service advisor working on this vehicle. He transferred me to Christy and I left a voice mail asking for status and hold up of progress on this vehicle. Asked her to please give me a call. Will follow up on Wednesday, August 3rd.

8/2/11 DS891

Spoke with Eddie, Service Manager at Jacksonville Chrysler-Jeep-Dodge and he said that the customer s vehicle has been there since July 7th. He said that the engineers are still working on a fix for the vehicle but there is no ETA on the repair according to the Chrysler technician, TLM13. Eddie said that in the middle of driving, the vehicle will just stall on the customer.

8/2/11 DS891

The customer has filed for the MVDN in CAIR #21180800. I will speak with the customer as she had mentioned that to me but said that she would work with us. I did speak with the RVW5, the MVDN Coordinator and we did agree for me to go ahead and speak with the customer. I sent an email and voice mail for RJV13, AM to bring him up to speed on the case and the customer s intent and copied TLM13 the Chrysler Technician.

8/2/11 DS891

Called the customer to see if she wanted to have the vehicle replaced. The customer said that she is not interested in another product because she received such rude and poor service when she first had the problem. I apologized to the customer and told her that was not the Chrysler way and we would love an opportunity to keep her in the family of Chrysler and give her a different experience. I told her that she could go into any new Chrysler, Jeep or Dodge product, matching MSRP to MSRP and we would do the processing for her. I told her that is would be important to keep her in the Chrysler family. She said that she would think about it and get back with me on tomorrow.

8/3/11 DS891

The customer said yesterday that she would think about giving us another opportunity to keep her as a Chrysler owner. I called her today and she said that she only wanted her money back. She said that she did not like the treatment at the dealership. I told her that we would love to keep

the Chrysler kind of service. The customer declined. I told her that I would start the template to repurchase her vehicle.

8/3/11 DS891

Submitting template for repurchase of product.

8/3/11 Emailed tjb16 the vehicle repurchase template for approval and processing. Follow up on 8/8/11. CM

8/4/11 Received email confirmation from dgd the repurchase template has been approved and submitted. Customer is satisfied with offer. Closing file and CAIR. CM

Customer Assistance Inquiry Record (CAIR)#

21143482

VIN	1J4NT1GA7	BD	Open Date	07/22/2011	Built Date	05/07/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/27/2011	Mileage	700	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	43815	EAST CAROLINA CHRYSLER-DODGE				
Dealer Address	3401 SOUTH MEMORIAL DRIVE					
Dealer City	GREENVILLE	Dealer State	NC	Dealer Zip	27834	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	GREENVILLE NC	Country	UNITED STATES			

Product - Electrical - Unknown - Defective - Default	vehicle keeps cutting out while driving
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Caller: [REDACTED]
 Agent made no promises or commitments.
 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: XXXXX@XXXXX.com
 Who has possession of the vehicle? (Owner/Dealer/IRF) dealer
 Is this a request for Lemon Law, buy-back or replacement? buy back
 Reassigned to 88L
 Briefly summarize why the customer is contacting Chrysler:
 Nina calling at direction of dealership. Apparently vehicle keeps stalling/cutting out when running.
 Dealer cannot figure what is causing it. They advised her to contact CAC to let us know of a possible buy back situation.
 Status update provided via email to the following email address:

Dear Customer:
 Case #: 21143482 VIN: 1J4NT1GA7BD [REDACTED] Description: 2011 JEEP PATRIOT FWD SPORT UTILITY 4-DOOR
 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: 21143482
 Chrysler Case Management telephone number: 800-763-8422
 My work hours: 6:30 am 3:00 pm Mountain Time Monday-Friday
 I will contact you within one business day by telephone to review your case with you.
 Note: This is a system generated message. Please do not reply.
 Sincerely,
 Brandon
 Customer Care
 End of Status Update

***** QUALIFIER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
 ***** ATTENTION SERVICE DIRECTOR/MANAGER *****

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

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

RESEARCH RESULTS:

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

Number of related repair attempts = 0.

Number of days out of service = 0.

Writer called customer to inform them of the above information.

Customer is stating she has not had her vehicle for 2 Weeks and she will be making a payment soon.

Customer also stating the vehicle cuts off since the 2nd day of purchase and the dealership has yet to repair the vehicle.

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

Writer called dealership and informed SM Ed 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.

1st Contact attempt, phone number dialed,

Agent spoke to customer and she inform the agent that when she turns the wheel to left or right and when the air conditioner is on that the vehicle will stall out. Vehicle is at the dealership right now. Customer has a loaner the dealer provided. Customer is going out of town this week. Agent contacted dealership and spoke to charity in service, she inform the agent that there was a email sent to STAR about unresolved cocern customer has with vehicle stalling out on 07/13/11. Customer has had the vehicle into the dealer three times. Agent inform the customer that agent will be sending the case over to the dealership as a unresolved concern and follow up with the customer next week.

REASSIGNED TO BC/DLR 66 43815 07/25/11 13:06 O 21143482

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

Agent called dealer and spoke to charity in service informed that CAIR was being sent. Please update this CAIR with resolution.

#####

Reassigned to I2R for follow-up.

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

7/28/11 DS891

First call to the customer. Left her a voice mail message responding to her call to Chrysler. Left my name and number on the customer s voice mail, DJ Streat, 888-542-7239 extension 465 for her to return the call to address her concern. Will call the customer again on tomorrow.

8/1/11 DS891

Called the customer and she said that tomorrow will be three weeks since she purchased the vehicle. She said that she has taken it back to the dealership because it kept shutting down on her while making turns. She said that she was taking it back to East Carolina. The customer is in a loaner vehicle right now.

8/1/11 DS891

Spoke with Ed Moody, Service Manager at East Carolina Chrysler. He said that when they slow down to make a turn with the a/c on the vehicle shuts off. He said that Chrysler is aware that this may be a problem with 4 cylinder Patriots. He said that there may be a fix coming but there is no ETA. Ed said that the Chrysler Technical Rep, alf3 is involved.

8/1/11 DS891

Sent an email to the AM, CLP13 and to ALF3, the Chrysler Technician to let them know that the customer s vehicle turns off while turning a corner with the a/c on and it had been at the dealership for three weeks and there is no fix in sight. Will follow up on Wednesday, August 3rd.

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle has been in and out of the dealer since the day after she purchased it, with it cutting out while driving, and the dealer can t seem to find out what is wrong with the vehicle. Customer states she is willing to take a buy back, or a comparable vehicle to the one she

dealer without it being fixed, as she is afraid she will end up in an accident with the vehicle cutting out. Agent transferred customer to DJ Streat, 888-542-7239 extension 465 per lines 83, 84, and 85.

Briefly summarize what the customer is expecting:

8/4/11 DS891

Received an email from ALF3, Chrysler Technician:

They are working on getting a flash certified for this concern as I type this. I have no ETA when it will be available.

8/4/11 DS891

Sent an email to CLP13 with the customer's information and told him that the fix for the vehicle did not have an ETA. Spoke with the customer and gave her an update and told her that we were looking into her vehicle and wanted to speak with my AM and confer with him. I told her that it was my goal to bring a resolve to her matter. The customer said that she is a burn survivor and she bought the vehicle to travel to her cross country meetings. I told her that after I spoke with the AM, I would give her a call back.

8/10/11 DS891

Called Ed Moody, Service Manager at East Carolina Chrysler and left him a voice mail to get status. Sent him and the AM, CLP13 an email to follow up as to the status and resolve for the vehicle.

8/10/11 DS891

Called the customer and she said that she got her vehicle back. I told her that was great news. I told her that I would test drive with her until Monday, August 15th.

8/15/11 DS891

Called the customer and asked her how the vehicle was doing and she said that it has not cut off on her. She said that by now it would have shut off but it hasn't. She said that she was very happy. I told her I was happy because she was happy. I asked her was everything done to her satisfaction and she said that it was. Customer said that she was very satisfied.

Customer Assistance Inquiry Record (CAIR)#

21150009

VIN	1J4NT1GA5	BD	Open Date	07/25/2011	Built Date	10/08/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/11/2011	Mileage	1,770	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	45346	ROB LAMB DIN'S UNIVERSITY DODGE				
Dealer Address	5455 S UNIVERSITY DR					
Dealer City	DAVIE	Dealer State	FL	Dealer Zip	33328	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	WESTON FL	Country	UNITED STATES			

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states vehicle loses power while turning.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	

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

Problem with power loss

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

About 2 weeks ago, I lost power when turning a corner near my home. The dealer checked it out and couldn't find anything wrong. Then it happened again today. What is the problem? ETC perhaps?

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

Dear [REDACTED]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2011 Patriot.

I am sorry to learn of the problems you have encountered with your vehicles power. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

Thanks again for your email, [REDACTED].

Sincerely,
Jeff

Customer Service Representative
Jeep Customer Assistance Center

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

Forwarding 88F New vehicle unresolved maintenance 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? Yes

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

University Dodge

Reassigned to 88F

***** CASE MANAGER TEAM - District 88M/B*****

Status update provided via email to the following email address:

[REDACTED]

Hello Mrs. Boyer, my name is Elise and I will be your case manager for the concern with the Jeep. I can be reached at 800-763-8422 ext. 66111 and your case number is 21150009. I am in the office from 8-4 EST M-F. I will be contacting you no later than 7/27 to discuss the concern. Thank you

for being a Jeep customer. Sincerely, Elise

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED]. Customer was not available and message was left.

Customer called to say the vehicle lost power 2x on the same turn near his house and the dealer is not duplicating it. Writer advised since it is so intermittent that it may need to happen more frequently for the dealer to find it. Customer agreed and will contact writer if it happens again and let writer know that he plans on taking it to the dealer.

Customer states he works with Rob Lambdin s University Dodge . Mark Leslie is the service manager.

CLOSED LOOP UPDATE - no need for additional follow-up at this time.

Customer Assistance Inquiry Record (CAIR)#**21166210**

VIN	1J4NT1GA1	BD		Open Date	07/27/2011	Built Date	03/17/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	05/28/2011	Mileage	1,016	Dealer Zone	51	CHICAGO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	44124	EXPRESSWAY DODGE INC					
Dealer Address	5531 E INDIANA						
Dealer City	EVANSVILLE	Dealer State	IN	Dealer Zip	47715		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	OWENSBORO KY					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer seeking buyback
Dealer - By-Pass - Default - Default - Default	

Has customer had previous history with current issue? Y
 Customer has a history of diagnosis for an intermittent problem? Y
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? Y
 Customer has a history of purchasing Chrysler vehicles? N
 If yes, number in household?
 Customer claims to maintain vehicle as per maintenance schedule? Y
 Has a mechanical Chrysler Group Service Contract? Y
 Warranty coverage code? 536
 Ownership status? Original
 Basic warranty component? Y
 Powertrain warranty component? N
 Service contract or Mopar warranty component? N
 Within 3 years or 36,000 miles? Y
 Within 2 years or 24,000 miles? N
 Within 1 year or 12,000 miles? N
 Customer is seeking buy back. Customer says that he either wants his money back or a vehicle of equal value that is not a Patriot. Customer says that he has taken the vehicle in the dealership 5 times for the same issue. The issue is that the vehicle keeps stalling. Dealer said that they think it is the computer. The repairs have not been done and the customer does not want 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: N/A
 Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back or replacement? Buy back
 Reassigned to 88L
 Reassigned to I2R for follow-up.
 7/29/11 RD617
 ****Rochel Ditmore with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rochel Ditmore at 888-542-7239, extension 537. Thank you.****
 7/29/11 RD617 Spoke with customer who reports the vehicle has been stalling since they purchased it 2 months ago and it has been in for repair 5 times and none of the repairs have worked. The customer is in a loaner vehicle and does not want the vehicle back. He would like to request a replacement or his money back either one. He just does not want this vehicle back. I offered my contact information but he could write it

down so I assured him I would submit his request and get with him on Tuesday next week.

8/02/11 RD617 Comment by Holly VanHooser: Spoke to Brian, Service Manager at Expressway Dodge. He said that the customer initially brought the vehicle in and stated that it was stalling. He drove it 300 miles and could not duplicate the customer's concern. He said that he contacted a field tech and the concern was duplicated, and he was told that a flash would be coming out as soon as the next week. He said the vehicle is only stalling in weather over 90 degrees when the air conditioning is set at maximum, and does not stall if it runs for 5-10 minutes before driving. Brian said that this past Saturday, the customer visited the dealership, had heated conversations with several people there including 2 GSM's and were asked to leave and not return.

8/02/11 RD617 Spoke with Brian at Expressway who needs for the customer to bring back the loaner vehicle and pick up this vehicle. Brian also reminded me that the customer cannot have the vehicle repaired at Expressway any longer and will need to take it to a different dealership when the repair is available.

8/02/11 RD617 Left a voice mail message for DM, CAW to return my call as soon as possible to discuss this customer and vehicle.

Customer contacted Chrysler to speak with Rochel Ditmore at 888-542-7239 extension 537.

8/04/11 RD617 Spoke with customer to let him know Chrysler hopes to have the repair instructions out next week. The customer is extremely upset about not having a safe vehicle for his family to drive. I offered to reimburse a monthly payment for their time and trouble. The customer was appreciative. I asked the customer to bring back the rental car but he is not going to due to the fact his wife and 2 year old were almost t-boned when the vehicle stalled and he will not put them back in to an unsafe vehicle.

8/05/11 RD617 Spoke with DM, CAW77 to let him know that the customer is wanting to stay in the rental vehicle until his vehicle is repaired due to the safety issue. The DM agreed to this.

8/09/11 RD617 Spoke to customer to request the payment information and the customer wanted to discuss the possibility of being reimbursed for two payments. I explained to the customer that it was highly unusual for two payments to be reimbursed. I suggested that we wait until the vehicle is repaired and go from there. The customer agreed to this suggestion.

8/11/11 RD617 Spoke with Expressway who reports the vehicle is repaired and back with the customer.

8/11/11 RD617 Spoke with the customer who back in the vehicle and reports it is running good for now. The customer is still extremely unhappy about the situation is requesting a reimbursement of 2 monthly payments due to the number times and length of time the vehicle was in for repair. I sent an email to DM, CAW77 for a decision on the customer's reimbursement request.

8/15/11 RD617 Sent an email to DM, CAW77 to check on decision for customer's request for 2 payments.

8/16/11 RD617 Spoke with customer (James) who reports the vehicle is running good but the speakers quit working. The customer is upset because the Expressway will not look at the speakers due to the previous confrontation that was documented. I offered to help facilitate the repair with another dealership but the customer declined the offer stating that he can take care of it himself.

If the customer calls again with additional concerns, please refer them to Rochel Ditmore/I2R Coordinator at 888-542-7239 extension 537.

Customer Assistance Inquiry Record (CAIR)#**21169648**

VIN	1J4NT1GAX	BD	Open Date	07/28/2011	Built Date	04/27/2011	
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	05/16/2011	Mileage	1,321	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Dealer	64777	BOB & CHUCK EDDY CHRYSLER DODGE	JEEP				
Dealer Address	4850 MAHONING AVENUE						
Dealer City	AUSTINTOWN			Dealer State	OH	Dealer Zip	44515
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	YOUNGSTOWN OH [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default

Vehicle stalls on right turns.

Dealer notified DM of owner s concern with stalling intermittently - most noticed on right turns. Dealer s diagnosis indicated Fault Code recorded. Dealer reviewed issue with STAR - Case # 206261. Engineering is aware of this issue and a resolution is in process. DM requested GLBC tech advisor look into opportunity for quick resolution. TAS13 _
GLBC Tech Advisor advised that new software is in process to correct this issue. ETA to dealer is 8/5/11. DM agreed to support rental expense until repair is completed. TAS13

Customer Assistance Inquiry Record (CAIR)#

21178071

VIN	1J4NT1GA9	BD	Open Date	07/30/2011	Built Date	04/28/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	07/13/2011	Mileage	298	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	68937	NAPLETON'S NORTH PALM AUTO PARK	INC
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Dealer Address	3703 NORTHLAKE BLVD		
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Dealer City	LAKE PARK	Dealer State	FL	Dealer Zip	33403
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Owner		Contact Type	LETTER
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Address		Home Phone	
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JUPITER FL		Country	UNITED STATES
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Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - L23: STEERING COLUMN RIVETS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle has been in the shop for 2 1/2 days because the vehicle will shut off .
 Briefly summarize what the customer is expecting: Customer seeking rental coverage.
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
 Customer email address for case updates: XXXXX@XXXXX.com
 Reassigned to 88R

***** CASE MANAGER TEAM - District 88R *****
 Writer contacted dealer 68937 and spoke with service manager (SM) George who states the vehicle is in the shop now. George states the concern has not been able to be duplicated as of yet. George states that due to the low mileage 297 he would like to put the customer in a rental while they work on the vehicle.
 Customer seeking rental assistance because the vehicle is stalling.
 Contacted Service Manager, George at 68937 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-04-26.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
 The writer advised the customer of the goodwill decision and that there case will be sent to a case manager. The customer provided this email

Status update provided via email to the following email address:
 [REDACTED]
 My Name Is Gabby and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 Your Case Number:21178071
 Chrysler Case Management Phone Number: 800-763-8422
 My Extension: 66065
 My Work Hours: 7:15am-3:30pm Mountain Time Monday-Friday
 I will contact you within one business day by phone to review your case with you.

End of Status Update
 ***** CASE MANAGER TEAM - District ?MÙ *****
 Writer called dealer who confirmed repairs.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 [REDACTED] Left message indicating that the writer was going to close

the case as the repairs were confirmed with the dealer.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Briefly summarize why the customer is contacting Chrysler:
Frank from the dealer id: 68937 called back today because some of the vehicle repairs have been made however the dealership is waiting for technical software updates to complete the repairs
Frank states that the customer is considering lemon law
Briefly summarize what the customer is expecting:
Frank is seeking rental assistance from Chrysler until the software update can be sent to them

No promises or guarantees have been made at this time
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [REDACTED] (frank, dealership rep)
Preferred Afternoon/Evening call back number is [REDACTED] (frank, dealership rep)

Customer email address for case updates: No
Reassigned to 88R

Per rental guidelines case has already been worked, agent re-assigning to case manager for decision.

Dealership personnel Frank called in about the CAIR. The customer s vehicle is still not fixed and the dealership would like authorization for an extended rental. The dealer called in the previous day and the CAIR was assigned to the CM and nothing has been dealt with for the dealership. The writer provided the dealership with the 800-763-8422 number for the case management line and ext 66111 for the CM handling this particular CAIR. He asked to be transferred. The writer went to do so and half way through the dealership hung up.

Writer called dealer as Frank left message asking for return call.
Writer spoke with SM George. George states previous they cannot use DRB or STARSCAN on this and they cannot even download the new software. 4 days into rental and they are waiting on the software people to call him back. Vehicle still stalls out when driven. George states will let writer know the results and if further rental is needed.

Reassigned to I2R for follow-up.

** Customer s Cell phone number [REDACTED] ** Customer would like a call back immediately. Customer is very frustrated.

8/19/11 RD617

****Rochel Ditmore with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rochel Ditmore at 888-542-7239, extension 537. Thank you.****

8/19/11 RD617 Spoke to Frank, SM at Napleton s who reports the vehicle came in twice for stalling condition. They have been unable to duplicate at this time. They asked the customer for permission for the tech to drive the vehicle home overnight to try to duplicate and she refused and refused to pick up the vehicle stating that she and her dad would be there to have Chrysler give her a new vehicle.

8/19/11 RD617 Spoke with customer who is very afraid to drive the vehicle due to it stalling while driving. She is also upset about Chrysler not giving her something to drive without calling to complain. Then taking the car away from her because the dealership could not fix the vehicle in the allotted time for the rental. I advised the customer that Frank at Napletons was needing to drive the vehicle some more to try to duplicate the concern. I offered a rental car for her use while they try to assess. The customer agreed to let Napleton s keep the vehicle and will pick up the rental this afternoon.

8/19/11 RD617 Left a voice mail message for Frank at Napletons to set up the customer in a rental for up to 5 days at \$35 per day.

8/22/11 RD617 Left a voice mail message for Frank at Napletons to return my call with an update on the vehicle.

8/22/11 RD617 Left a voice mail message for customer to return my call regarding the vehicle.

8/23/11 RD617 Spoke with Frank at Napleton s who advised they replaced the anti lock brake module and the vehicle seemed to be repaired. He requested to keep the vehicle to test drive but the customer choose to pick up on Saturday.

8/25/11 RD617Spoke to customer who reports the vehicle is running good. Customer wanted to express her appreciation for Frank at Napleton s understanding and for being so courteous.

them to Rochel Ditmore/I2R Coordinator at 888-542-7239 extension 537.***
CM return and spoke to Customer-(please cross reference with CAIR
#21178071). CM advised Customer that Rachel Ditmore-Owner Retention Task
Force Team works for a 3rd party that handles disputes. Customer stated
the DLR 68937 did not suggest to lemon law her 2011 Jeep Patriot.
Customer stated would like to know who authorize a rental for 3 days. CM
advised per CAIR 2216681, it appears the dealer did. CM advised Customer
for further information to contact the SM at dealer. Customer feels that
Chrysler is handle so incorrectly. Customer stated may get a lawyer
involved.

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

POSTMARK DATE: 060412; DATE RECEIVED: 060712

Customer Assistance Inquiry Record (CAIR)#

21185070

VIN	1J4NT1GA5	BD	Open Date	08/02/2011	Built Date	05/24/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/29/2011	Mileage	3,600	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.				
Dealer Address	21027 I H 45					
Dealer City	SPRING	Dealer State	TX	Dealer Zip	77388	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	SPRING TX	Country	UNITED STATES			

Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	Not down shifting properly
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****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 stating that he just bought the vehicle and it is stalling when it is down shifting, he took the vehicle on his vacation and it stalled 15-20 times, having to put it into neutral into drive to get it to shift properly. The customer is also stating that he is only getting 20 miles/gallon, where it states 23-27,24 being the average, and he is not getting this. He has an appointment next week to have the vehicle looked at by the dealership, if there are any issues the customer is going to call back, he just bought this new vehicle and doesn t want a vehicle with issues.

Customer Assistance Inquiry Record (CAIR)#**21187686**

VIN	1J4NT1GA8	BD		Open Date	08/02/2011	Built Date	01/10/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	07/06/2011	Mileage	624	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	44509	RICK HENDRICK DODGE
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Dealer Address	1468 SAVANNAH HIGHWAY		
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Dealer City	CHARLESTON	Dealer State	SC	Dealer Zip	29407
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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CHARLESTON SC		Country	UNITED STATES
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Product - Drivability - Unknown - Stalling - Default	Engine stalling
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SM, Mark Hargreaves, contacted AM, Don O Neil, to inform of customer concern and star case that has not resolved the issue. See Star Line case number 11551609. Customer is demanding a replacement or repurchase of the vehicle. AM has agreed to replacing the vehicle due to repair down time and no resolution for current condition. AM to update CAIR with customer s decision. djo1

AM to update CAIR on 8/8/11. djo1

AM reviewed concerns with SM and discussed options. Customer is not comfortable with the vehicle operation even after the repairs have been performed. AM is offering to replace the vehicle with and equal or greater value unit with the customer paying the MSRP price difference plus associated taxes and waive license/registration and mileage usage.

SM to discuss proposal with GM and customer. AM to update once customer accepts offer. djo1

Customer was unavailable prior week. AM to have update week of 8/15/11. djo

1

AM spoke w/Mark Hargreaves and was informed that the customer is agreeable to a replacement vehicle. djo1

AM replacement package completed and sent to CRM for approval. djo1

Customer Assistance Inquiry Record (CAIR)#**21188603**

VIN	1J4NF4GB2	BD [REDACTED]	Open Date	08/02/2011	Built Date	03/15/2011
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY		
In Service Dt	06/22/2011	Mileage	695	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				

Dealer	67213	JOHN YOUNGBLOOD MOTORS
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Dealer Address	3525 SOUTH CAMPBELL STREET	
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Dealer City	SPRINGFIELD	Dealer State	MO	Dealer Zip	65807
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	[REDACTED]
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BROOKLINE MO [REDACTED]	Country	UNITED STATES
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Product - Unknown - Unknown - Stalling - Default	Vehicle dies no warning
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****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customers vehicle has been in the shop for several weeks as it has been stalling out without warning since the customer bought it, dealer directed customer to contact us as they state that a software update is forthcoming but there is no ETA.
Briefly summarize what the customer is expecting:
Writer reviewed with TL and was advised that there was no way for us to get an update on the ETA of a software update.
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)#

21189987

VIN	1J4NT1GAX	BD	Open Date	08/02/2011	Built Date	04/27/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	05/16/2011	Mileage	953	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	64777	BOB & CHUCK EDDY CHRYSLER DODGE	JEEP
Dealer Address	4850 MAHONING AVENUE		
Dealer City	AUSTINTOWN	Dealer State	OH
		Dealer Zip	44515
Owner		Contact Type	TELEPHONE
Address		Home Phone	
	YOUNGSTOWN OH	Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Owner states vehicle stalled on three times
Product - Engine - Unknown - Other - Default	Owner states vehicle will run and stall then die
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	

CPS Survey Record Received Date: 08/02/2011

Survey Number : BD22935604

Quality Survey ID Number: 191844356

Survey Date : 07/22/2011

VIN Number : 1J4NT1GAXE

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Warranty Visit

CPS Score : 2

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 1:56pm

Customer was not available Writer left message with case number and brand number 1-800-763-8422 to discuss case. Writer will follow up with customer tomorrow 08/04/11.

2nd attempt made to contact customer at 9:01am Customer was not available Writer left message with case number and brand number 1-800-763-8422 to discuss case. Writer will follow up with customer tomorrow 08/05/11.

3rd attempt made to contact customer at 8:04am Customer was not available Writer left message with case number and brand number 1-800-763-8422 informed customer that case will be closed out today due to the three attempts that writer had made.

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

requesting to speak with Supervisor. upset that the case was closed out without any contact with the customer. Customer states that she has left two messages with the case manager with no contact.

states that she is going into a meeting and will be available after 11:30EST

requesting to speak with Supervisor states if she is not able to answer the phone since she is at work please leave a message. Writer advised the customer that the supervisor will leave a message and will make a second attempt if need be Contact Customer dialed at 1:53pm

Customer was not available Writer left message with case number and brand number 1-800-763-8422 to discuss case. Writer will follow up with customer on Monday 08/08/11.

Customer calls to speak with a supervisor. Customer stated that she had requested a supervisor last week, and still has not received the call back. Writer advised customer a form will be filled out, and she will

receive a call back tomorrow 8/9/11. Customer stated that supervisor will have to leave a voice mail and she will call them back.

***** SUPERVISOR *****

Writer attempted to contact the customer at [REDACTED]. Left voice mail and another attempt will be made on 08/10.

Supervisor is on another call and will call as soon as possible.

Customer Mrs. [REDACTED] stated she still wants a callback in the next 15 minutes because she is livid. Writer cannot guarantee 15 minutes callback because supervisor is on another call and doing her best.

Writer contacted the customer back at [REDACTED]. Customer states that she has been out of her vehicle since 07/27-08/09 and that the vehicle has stalled on her two or three times while she was driving. Customer states that if something happens that she will turn the vehicle back in or file for Lemon Law. The customer also states that she would like to have her case researched to see if she qualifies for Lemon Law at this time. Customer has been in contact with her lawyer regarding the Lemon Law and doesn't feel safe in her vehicle.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Reassigned to 88L

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

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

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

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

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify at this time.

Number of related repair attempts = Module, Global Powertrain Engine Controller (GPEC)

Number of days out of service = 14 days total for this RO.

Claim # 34475A.

Writer called the customer and informed of the above information.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 330-720-0228. Customer states that the dealership has fixed the vehicle everything is fine right now, if it happens again she will call back, writer informed the customer that she is more than welcome to do so.

Thanked for her time and she disconnected the call.

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

Customer Assistance Inquiry Record (CAIR)#

21198175

VIN	1J4NT1GAX	BD	Open Date	08/04/2011	Built Date	11/09/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	12/30/2010	Mileage	1,802	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	43549	BREWBAKER DODGE CHRYSLER JEEP				
Dealer Address	300 EASTERN BLVD					
Dealer City	MONTGOMERY	Dealer State	AL	Dealer Zip	36117	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	MONTGOMERY AL	Country	UNITED STATES			

Product - Brakes - Anti-Lock Brake System - Other - Default	ABS causing vehicle to shut down
Product - Fuel System - Unknown - Other - Default	Fuel vapor canister saturated
Product - Electrical - Power/Engine Control Module - Other - Default	PCM replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking assistance
Product - Engine - Unknown - Other - Default	Vehicle shuts down without warning
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he purchased the vehicle in December 2010. Customer stated that he drove the vehicle for four months. He stated that he started having issues with the vehicle shutting down after the first four months. Customer brought the vehicle into the dealership for the first time in May 2011. Dealership indicated that they could not find a problem. Customer said that he drove the vehicle afterwards and again the vehicle shut down. Second visit to the dealership they stated the fuel vapor canister was saturated and that the customer was putting too much gas into the car. Customer has since been to the dealership on two other occasions. The dealership has replaced the ABS system but the vehicle never left the dealer as the vehicle shut down again before it left the lot. Customer said that the PCM has been replaced as well. The vehicle has been at the dealership for the past 6 weeks. The dealership indicated that the problem is with the computer code. Dealership is waiting for an update in order to complete the repair.

Briefly summarize what the customer is expecting: Customer is requesting that the vehicle be bought back or replaced.

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) 43549

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

Reassigned to 88L

Reassigned to I2R for follow-up

****Holly VanHooser with ISG I2R - Owner Retention Task Force Team - is assisting with this CAIR. If the customer should call, please request them to contact Holly VanHooser at 888-542-7239, extension 543. Thank you.****

08/08/11 HV495 Spoke with Jennifer, Service Advisor at Brewbaker. She said that they just did flash on vehicle they had been waiting on, and test-drove it. She said it test-drove fine, but she wants to keep it one more day before returning to customer. She said this is the third time it has been in for repair and has been down for 'a while'.

08/08/11 HV495 Spoke with customer on initial contact. He stated that his concern is the vehicle stalls without warning. He says that he took

vehicle in to dealership three times in June and was told they were unable to duplicate his concern. He said his wife stalled in traffic afterward and he called the service department, who sent a mechanic to assist her. He said at that time they said he was overfilling his gas tank. After telling them he does not overfill, they said it was his purge-valve and replaced it. He said he waited a few days and was told it was ABS. The customer said then he was told it was the PCM module and it was ordered, then replaced. He went to pick it up and did not make it out of the parking lot before it stalled again. He said the dealership told him they had been talking to engineering and thought it was bad computer code. The customer said he is very frustrated with this dealership and has even tried to see the owner about the vehicle. He said that he is ready to go to the media about the dealership and possibly get a lawyer. He said the dealership told him that the vehicle is repaired as of today, but he does not want to pick it up until they have done another day of test driving it.

He added that his wife does not want the vehicle back, and is not comfortable driving it. I apologized for his frustration and told him that I will follow up with both he and the dealership in the next few days, and will relay his concerns.

08/10/11 HV495 Spoke with Jennifer, Service Advisor at Brewbaker Motors. She said that vehicle is repaired and customer picked it up yesterday.

08/11/11 HV495 Spoke with customer. He said that he picked the vehicle up yesterday and it is working well. I advised that I will follow up with him next week to make sure it is repaired to his satisfaction.

08/16/11 HV495 Left a follow up voice mail message for customer.

8/19/11 KA286

Spoke with owner, said repairs seem to work, 'so far so good'. Advised him I will check again and make sure repairs complete next week.

8/25/11 KA286

Spoke with owner, says vehicle is running well. advised him to fax me a copy of his original loan agreement so we can process 1 month s payment, he will fax tomorrow

8/30/11 KA286

Final call with owner, says vehicle is running well and let him know we did receive his payment info and will be processing.

Customer Assistance Inquiry Record (CAIR)#**21210740**

VIN	1J4NT1GA8	BD [REDACTED]	Open Date	08/08/2011	Built Date	10/06/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	11/07/2010	Mileage	14,058	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE
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Dealer Address	11101 NURSERY FIELDS DRIVE					
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Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	
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Owner	[REDACTED]	Contact Type	CERTIFIED LETTER
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Address	[REDACTED]	Home Phone	[REDACTED]
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JACKSONVILLE [REDACTED]	Country	UNITED STATES
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Corporate - Lemon Law - Default - Default - Default	
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Product - Drivability - Unknown - Stalling - Default	
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POSTMARK DATE: 080611; DATE RECEIVED: 080811

* Customer alleges that, after Chrysler received written notification and opportunity for inspection and repair, her vehicle was not conformed to the warranty within the amount of chances allowed by Florida s lemon law.

* Customer states she is entitled to a full refund. _

* Previous CAIR has 'Stalling' as the issue.

* Writer forwarding to business center for review and handling.

*****ORLANDO BUSINESS CENTER RECEIVED 2ND MVDN 8/9/11*****

SEE ABOVE CONCERNS.

080911 VEH IS CURRENTLY BEING REPAIRED AND TO BE INSPECTED BY CHRYSLER REP TOMORROW. SEE CAIR 21168811 FOR MORE DETAILS.

Customer called in for status of her case. Writer advised of lines 10-11.

Customer understands.

Agent updated COIN.

Customer is calling to get an update on this file. Customer was told that the vehicle is currently being repaired and that the Chrysler Rep will be out today to inspect the vehicle as stated on file. Customer states at this point that they do not want the vehicle but she was told that since this is the third attempt to repair, if it does not work that we would look back into the situation as a lemon law, and she states that she would go to court if the vehicle is not properly repaired.

Customer Assistance Inquiry Record (CAIR)#**21214175**

VIN	1J4NT1GA6	BD		Open Date	08/09/2011	Built Date	11/19/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	01/05/2011	Mileage	6,000	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Dealer	41383	ORLANDO DODGE CHRYSLER JEEP					
Dealer Address	4101 WEST COLONIAL DRIVE						
Dealer City	ORLANDO			Dealer State	FL	Dealer Zip	32808
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	NEW PORT RICHEY FL					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2011-08-09
Road Side File Created 08-09-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
5448 N DEAN ROAD 4101 WEST COLONIAL DRIVE
LAKE GEORGIA DRIVE
ORLANDO ORLANDO
FL USA FL
WHEN THE VEH COMES TO A STOP IT STALLS,SP DELAYED,
DEALER CODE : 41383 ORLANDO DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

21215719

VIN	1J4NT1GA0	BD		Open Date	08/09/2011	Built Date	10/13/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	12/21/2010	Mileage	9,047	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	66732	GALEANA CHRYSLER JEEP INC
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Dealer Address	14375 S TAMIAMI TRAIL		
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Dealer City	FT MYERS	Dealer State	FL	Dealer Zip	33912
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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	N FORT MYERS FL	Country	UNITED STATES
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Corporate - Lemon Law - Default - Default - Default	Multiple Concerns with vehicle safety.
Product - Electrical - Starter - Intermittent or Inoperative - Default	Vehicle is Stalling Out.
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer calls claiming Lemon on the vehicle. Customer advises that the vehicle has been to multiple dealerships with multiple problems.

Customer has brought a starter issue for to 2 dealership (selling and 66732) around 01/05/2011. Customer has brought the vehicle to 66732 twice for the ac unit blowing warm air. Customer has brought the vehicle to selling dealership and 66732 multiple times for vehicle stalling out. Customer advises that this is a safety concern as the vehicle is stalling out and almost causing motor vehicle accidents. Writer advised customer to contact NHTSA about defects as well. Customer understood and took down number.

Briefly summarize what the customer is expecting:
 Customer is seeking Lemon.

****End structured narrative T2 - Beginning Narrative
 Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: in COIN
 Who has possession of the vehicle? (Dealer) 66732
 Is this a request for Lemon Law, buy-back or replacement? buy-back
 Reassigned to 88L

Briefly summarize why the customer is contacting Chrysler: Customer called and would like a supervisor to call her. She stated that it is related to this case but doesnt want to discuss the information with agent.

Briefly summarize what the customer is expecting: Agent advised that the information will be passed to a supervisor.

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

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

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

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle 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 to our BC for further review.

Number of related repair attempts = 3, Starter TIPM, PCM.

Number of days out of service = 10

Writer informed customer that their case will need to be further reviewed by Corporate Resources. Writer let customer know that they will be receiving a call with more information from that department. Writer let customer know that we do not know a time frame when they will be calling. Writer left message for George SM know that we will be sending this case over for further review by the business center. Writer let SM know that we just ask they do not close the case so it can be reviewed. Writer let SM know if they have any questions to contact their AM or business center.

REASSIGNED TO BC/DLR 66 66732 08/10/11 17:14 O 21215719

Please provide update

*Contact Date:09/08/2011

Service Manager at the dealership has closed the CAIR# 21215719

Warranty repair has been documented on Repair Order#594339

CAIR RETURNED FROM DEALER ON 9/08/2011 AT 07:43:551 R 21215719

Customer Assistance Inquiry Record (CAIR)#

21221887

VIN	1J4NF4GB2	BD		Open Date	08/10/2011	Built Date	03/15/2011
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY			
In Service Dt	06/22/2011	Mileage	697	Dealer Zone	74	DENVER	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS					

Dealer	67213	JOHN YOUNGBLOOD MOTORS					
Dealer Address	3525 SOUTH CAMPBELL STREET						
Dealer City	SPRINGFIELD	Dealer State	MO	Dealer Zip	65807		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	BROOKLINE MO	Country	UNITED STATES				

Corporate - Lemon Law - Default - Default - Default	Customer does not want the vehicle
Product - Unknown - Unknown - Stalling - Default	unknown reason
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 customer no longer wants the vehicle due to stalling issue
 Briefly summarize what the customer is expecting:
 Vehicle has been at the dealership for the last 30 days unable to find that the cause of the stalling. The dealership has duplicated the issue a number of times but can not find the cause of the issue. The customer is requesting to have Chrysler buy back the vehicle. The dealer stated that they have been working with Star to find the issue and came up with no results

****End structured narrative T2 - Beginning Narrative
 Customer informed a call back is required and will take place within one business day.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: n/a
 Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
 Is this a request for Lemon Law, buy-back or replacement? Buy Back
 Reassigned to 88L

***** QUALIFIER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 [REDACTED]
 ***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle'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 to our BC for further review.
 Number of related repair attempts = 1
 Number of days out of service = 30
 Writer informed customer that their case will need to be further reviewed by Corporate Resources. Writer let customer know that they will be receiving a call with more information from that department. Writer let customer know that we do not know a time frame when they will be calling.

Writer informed Mike SM that we will be sending this case over for further review by the business center. Writer let SM know that we just ask they do not close the case so it can be reviewed. Writer let SM know if they have any questions to contact their AM or business center.

REASSIGNED TO BC/DLR 74 67213 08/11/11 11:17 O 21221887

Dealership called in to speak with CM about the case. Transferred to CM line for further assistance.

Writer spoke with Service Manager and informed if he has questions in regards to the process to contact his AM or business center

*Contact Date:08/11/2011

Zone Manager at the dealership has updated the CAIR# 21221887

The vehicle has been diagnosed.

*Contact Date:08/12/2011

Business Center Administrators at the dealership has closed the CAIR# 212218

87

Dealer operational issue has been addressed.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 8/12/2011 AT 01:10:273 R 21221887

Customer Assistance Inquiry Record (CAIR)#**21233301**

VIN	1J4NT1GA9	BD	Open Date	08/12/2011	Built Date	04/28/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	07/13/2011	Mileage	355	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	68937	NAPLETON'S NORTH PALM AUTO PARK	INC
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Dealer Address	3703 NORTHLAKE BLVD		
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Dealer City	LAKE PARK	Dealer State	FL	Dealer Zip	33403
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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JUPITER FL		Country	UNITED STATES
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Corporate - CNA Change - Default - Default - Default	COIN updated
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Product - Engine - Unknown - Other - Default	Vehicle stalling
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Briefly summarize why the customer is contacting Chrysler:Customer called stating that her vehicle was at the dealership in July because the vehicle was stalling. Customer said that the vehicle was in for repair for 3-4 days. Customer says that she has had the vehicle back for 2 weeks and the vehicle just stalled. Customer contacted the dealership and spoke with Frank who in turn directed the customer to contact CCAC because the customer will be bringing the vehicle back in on August 13, 2011 for the same issue. Customer was directed to drop the vehicle off to Dave at the dealership tomorrow. Customer said that the dealership said that if the vehicle is at the dealership 3 times for the same reason that the customer can claim lemon law. Customer stated that she wanted to make sure that the issue is documented with Chrysler.

Briefly summarize what the customer is expecting:Customer wanted it documented that the vehicle will be at the dealership for the second time for stalling issues.

Customer Assistance Inquiry Record (CAIR)#**21234206**

VIN	1J4NT1GA0 B [REDACTED]	Open Date	08/12/2011	Built Date	10/05/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR	
In Service Dt	01/30/2011	Mileage	2,283	Dealer Zone	71 LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE			
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II			

Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP			
Dealer Address	16701 BEACH BLVD				
Dealer City	HUNTINGTON BEACH	Dealer State	CA	Dealer Zip	92647

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

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

CPS Survey Record Received Date: 08/12/2011

Survey Number : BD10292404

Quality Survey ID Number: 192449421

Survey Date : 08/10/2011

VIN Number : 1J4NT1GA0BD [REDACTED]

Mapping Class : Dealer

Event Type : 1st Warranty Visit

CPS Score : 0

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

Customer s comments from the survey:'We have a brand-new Jeep that my daughter is driving and it keeps dying on her and they can t figure out the problem. We feel it s unreliable at this point. Tom Kirk I believe his name was, was amazingly helpful and the foreman was not. He wouldn t return my calls.'

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

2nd attempt made to contact customer. Writer called the customer who said that the vehicle stalled twice on her daughter while she was driving. She said that the vehicle had been at the dealer for 10 days for repair. She said since the repair had been done, the problem did not reoccur. Customer was informed that the complain will be documented for future reference.

Customer Assistance Inquiry Record (CAIR)#**21237515**

VIN	1J4NT1GA0	BD		Open Date	08/15/2011	Built Date	10/13/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	12/21/2010	Mileage	9,000	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	66732	GALEANA CHRYSLER JEEP INC					
Dealer Address	14375 S TAMIAMI TRAIL						
Dealer City	FT MYERS			Dealer State	FL	Dealer Zip	33912

Owner		Contact Type	CERTIFIED LETTER				
Address		Home Phone					
	N FORT MYERS	Country	UNITED STATES				

Product - Drivability - Unknown - Stalling - Default	owner states vehicle doesn't want to start and stalls
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 080911; DATE RECEIVED: 081511

Owner submits a motor vehicle defect notification card to Chrysler via certified mail and received on 8-15-2011. It states that 'the vehicle doesn't want to start and quits while in the middle of driving'. This will be forwarded to the bc for further review and handling.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 8/16/11*****

SEE ABOVE CONCERNS.

081611 EMAILED TA FOR APPT DATE

081711 RVW ATTEMPTED TO CONTACT OWNER. GOT VM. LM ACKNOW RECEIPT OF MVDN AND REQ OWNER CALL WRITER TO REVIEW OWNER CONCERNS AND TO SET UP APPT FOR OWNER TO DROP OFF VEH TO GALEANA CDJ BY 8:30 AM TOMORROW, AUG 18, FOR CHRYSLER REP (TA) TO ASSIST DLR IN ADDRESSING OWNERS CONCERNS.

WRITER RECD CALL BACK FROM OWNER. REACKNOW RECEIPT OF MVDN. OWNERS CONCERNS ARE:

- (1) VEH HARD TO START AT TIMES
- (2) STALLS WHILE DRIVING

WRITER SCHEDULED OWNER TO DROP OFF VEH TO GALEANA CDJ BY 8:30 AM ON AUGUST 18 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR BY PHONE. ALT TRANS TO BE PROVIDED TO OWNER AS CUSTOMER GOODWILL GESTURE. WRITER INSTRUCTED DLR TO INCLUDE THE FOLLOWING IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #21237515'. WRITER ADVISED TA/ASM/SM OF THE ABOVE.

081811 RVW SPOKE WITH TIM WHO CONFIRMED VEH AT DLR AND THAT SM HAS SPOKE WITH TA WHO HAS ADVISED OF AVAILABLE FLASH. OWNER NOT IN RENTAL DUE TO LACK OF DRIVERS LICENSE.

WRITER RECD TA UPDATE. TA REPORTS THAT NEW FLASH ALREADY APPLIED. HAS INSTRUCTED DLR TO GET OWNER IN ALT TRANS AND DRIVE VEH FOR 5 DAYS IN ATTEMPT TO DUPL CONCERN AND DIAGNOSE.

REPAIR IN PROCESS

082311 RVW SPOKE WITH SM. SM REPORTS THAT HAS DRIVEN FOR 4 DAYS. UTD CONCERNS. NO CODES. TO CONTINUE TO TEST DRIVE TODAY. WRITER REQ SM CONTACT TA AFTER COMPLETION OF TEST DRIVES TO SEE IF TA RECOMMENDS ANY FURTHER ACTION. WRITER REQUEST SM FAX COPY OF RO TO WRITER UPON RETURN OF VEH TO OWNER.

pending

083011 RVW SPOKE WITH SM. SM REPORTS THAT TEST DROVE VEH ABOUT 100 MILES AND UTD ANY CONCERNS. VEH RETURNED TO OWNER. SM TO FAX COPY OF RO TO WRITER. FU LETTER SENT.

090711 RVW RECD CALL FROM OWNER. OWNER REPORTS THAT SINCE LAST REPAIR ATTEMPT VEH HAS STALLED WHEN SLOWING TO MAKE TURN AND ALSO HAS BEEN HARD TO START AT TIMES. WRITER ADVISED OWNER THAT WILL REVIEW FILE AND GET BACK TO OWNER.

090911 RVW CONTACTED OWNER. DUE TO OWNER ALLEGING UNRESOLVED STARTING AND STALLING ISSUES WITH VEH AFTER FRA, CHRYSLER OFFERED TO SETTLE WITH OWNER BY REPL VEH. OWNER SATIS. WRITER REQ OWNER FAX COPIES OF BUYERS ORDER, FINANCE AGREEMENT, AND REGISTRATION TO WRITER. ADVISED OWNER THAT UPON RECEIPT OF THESE DOCS THAT FILE TO BE FORWARDED TO ISG WHO WILL CONTACT OWNER TO INITIATE SETTLEMENT.

9/12/11 RECEIVED STATE BOARD ARBITRATION CASE #2011-0194/FTM.

***** Title must be branded. *****

Case settled by financed repurchase.

Customer Assistance Inquiry Record (CAIR)#**21252420**

VIN	1J4NF1GB1	BD	Open Date	08/18/2011	Built Date	03/01/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	07/05/2011	Mileage	979	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	42174	ALLEN MELLO DODGE INC
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Dealer Address	13 MARMON DRIVE					
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Dealer City	NASHUA	Dealer State	NH	Dealer Zip	03060	
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Owner					Contact Type	TELEPHONE
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Address					Home Phone	
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	ARLINGTON MA		Country	UNITED STATES		
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Product - Electrical - Unknown - Other - Default	
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Owner complaint of problems with a new vehicle. Vehicle has stalled twice while driving. One occurrence happened going 65 MPH. First occurrence 3 weeks after purchase. TIPM replaced. Owner then drove for several days and vehicle stalled again. Dealer checked over vehicle and drove for about 340 miles with no problem. Tech Advisor gave info on a new flash that pertained to the vehicle. Flash performed and vehicle given back to the owner. Again several days later the owner was driving the vehicle and all the dash lights came on. Due to previous problem the owner was concerned and turned the vehicle off and vehicle would not start. Due to such low mileage and safety related issues DM offered a replacement vehicle for customer satisfaction and to avoid any possible litigation and/or Lemon Law issues. Owner has lost total confidence in the vehicle and will not drive it. Replacement package submitted. MSRP to MSRP. Mileage charge waived.

Customer Assistance Inquiry Record (CAIR)#**21259601**

VIN	1J4NT1GA7	BD	Open Date	08/19/2011	Built Date	04/29/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/03/2011	Mileage	4,580	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	68570	BLEECKER CHRY-DODGE-JEEP INC				
Dealer Address	1110 EAST CUMBERLAND ST					
Dealer City	DUNN	Dealer State	NC	Dealer Zip	28334	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SALEMBURG NC		Country	UNITED STATES		

Product - Drivability - Unknown - Hesitation/No Power - Default

jeep cut off wouldn't hardly turn ? of buy back

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
vehicle cut off and wouldn't hardly turn. Was concerned because customer had 2 yr old child in car and this was how mother in law was killed in car accident and worried about this happening again.
Briefly summarize what the customer is expecting:
would like to see about buy back even if it is for a used vehicle
****End structured narrative T2 - Beginning Narrative
Customer called to speak with CM regarding concern from previous case #21215612. Customer is very concerned about the vehicle stalling in traffic, dealership unable to duplicate the concern. Writer transferred customer to her CM.
Writer spoke with customer. She states that she doesn't feel safe in the vehicle and she doesn't want it anymore. She wants to qualify for lemon law. Writer advised her that at this time the vehicle does not appear to qualify due to the not being any repair attempts. Customer states that she doesn't like the dealer, and she does not think it will do any good to take it back to them since they haven't been able to find a problem. Writer advised customer that her case could be sent as an unresolved concern and that all available resources would be used to try to find the issue. Customer states the vehicle only did this once, but that was enough to scare her. She doesn't want to work with the dealer, or any other dealer. Writer advised that Chrysler is interested in repairing the vehicle if a repair is needed. She doesn't want the vehicle, and doesn't want to work with the dealer. She states she is going to get rid of it.

Customer Assistance Inquiry Record (CAIR)#**21271080**

VIN	1J4NF1GB7	BD		Open Date	08/23/2011	Built Date	04/18/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	05/23/2011	Mileage	1,800	Dealer Zone	32	NEW YORK	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS					

Dealer	44781	DANBURY DODGE					
Dealer Address	100B FEDERAL ROAD						
Dealer City	DANBURY			Dealer State	CT	Dealer Zip	06810
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DANBURY CT					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Seeking a rental.
Product - Unknown - Unknown - Stalling - Default	Vehicle stalls.

Briefly summarize why the customer is contacting Chrysler: Customer called in today because her vehicle has been taken back to the dealer because it has stalled out a few times now. Customer states that the dealer states the vehicle needs a computer upgrade and its not available for about 3-4 weeks.

Briefly summarize what the customer is expecting: Customer is seeking for Chryslers assistance in providing a rental vehicle until her vehicle is repaired as she does not want to put her and her families life in danger. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Customer email address for case updates: [REDACTED]. Reassigned to 88R

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

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

Customer calling to speak with agent working on case, customer states her rental is due today and was advised by SM Paul to call Chrysler. CONTACTED DEALER and spoke to SM Paul who stated that he would consider the vehicle unsafe to drive and would love to assist the customer with rental as long as the customer calls Enterprise and arranges to obtain a CDJ vehicle because she s not in one currently.

Rental is authorized for up to 2 working days after the part is shipped. Daily allowance not to exceed those in Warranty Bulletin D-04-26. This authorization was provided to Paul SM.

CONTACTED CUSTOMER at [REDACTED] and customer stated that she will contact Enterprise and arrange to get a CDJ vehicle. Writer told customer that the case would be assigned to a case manager. Writer told Paul SM that the cair would be assigned to the dealer as soon as the case manager has had a chance to review it.

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

Status update provided via email to the following email address: ladutorio@hotmail.com

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

Your Case number: 21271080

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66082

My work hours: 10am-6:30pm 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

Writer called dealer 44781, spoke with Paul (SM) states that vehicle needs a software update to computer, TSB shows waiting for revised software, looking around 6 weeks approximately, there is currently no part number for revise software due to has not come out yet but the issue is that the vehicle stalls and can not be driven that way, unsafe to drive.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is stalling.

Writer called dealer 44781, spoke with Paul (SM) and informed send cair to dealer and DM for unresolved concerns and involvement for other options on this matter due to vehicle is not best to drive currently, very new vehicle.

Please update this CAIR with resolution.

#####

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

Left message.

REASSIGNED TO BC/DLR 32 44781 08/24/11 14:05 O 21271080

Dlr has been in contact with STAR & TA, working with dealer to address.

STAR has described that a Flash is being readied for concern but is not available at this time, launch date is not known. MAD

Owners rental started on 8/18 (9 days at this point & this is the 1st visit) DM will make decision on Replace Offer next week. (HOPE flash comes thru the government approval process - time line unknown however) MAD 9/9 DM needs to offer Replacement as vehicle can not be repaired at this time, customer satisfaction decision.

REPLACEMENT FILE SENT TO ISG FOR PROCESSING md19 _

Writer closing this case due to business center handling matter, see case [REDACTED] for details.

Customer Assistance Inquiry Record (CAIR)#**21284261**

VIN	1J4NT1GA4	BD		Open Date	08/26/2011	Built Date	04/06/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	04/06/2011	Mileage	37	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	57062	CRESTWOOD DODGE INC
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Dealer Address	32850 FORD ROAD		
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Dealer City	GARDEN CITY	Dealer State	MI	Dealer Zip	48135
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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GARDEN CITY M		Country	UNITED STATES
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Product - Fuel System - Unknown - Other - Default	
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Vehicle check engine light came on, smoke coming from under hood and vehicle stalled. Vehicle towed back to dealership. Customer did take delivery of vehicle only got as far as airport. Dealership took customer out of vehicle and put into another vehicle. Roadside wont pay due to no nvdr. Reimburse dealer for rental for customer and roadside tow.jad

Customer Assistance Inquiry Record (CAIR)#

21291915

VIN	1J4NT1GA7	BD	Open Date	08/29/2011	Built Date	01/12/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	03/03/2011	Mileage	5,753	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	64977	GATOR CHRYSLER INC				
Dealer Address	200 E NASA BLVD					
Dealer City	MELBOURNE	Dealer State	FL	Dealer Zip	32901	

Owner	[REDACTED]					
[REDACTED]	[REDACTED]	Home Phone	[REDACTED]			
	PALM BAY FL	[REDACTED]	Country	UNITED STATES		

Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Front-Driver	Seat uncomfortable
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 08/29/2011

Survey Number : BD15077504

Quality Survey ID Number: 193322688

Survey Date : 08/24/2011

VIN Number : 1J4NT1GA7BD [REDACTED]

Mapping Class : Dealer

Event Type : 1st Warranty Visit

CPS Score : 5

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

Customer s comments from the survey:'My Jeep was shutting off as I made turns while I was driving it. It s only five months old. That does not impress me. Then I had to have an update. The computer chip and it s five months old and it needs an update? Jeep doesn t recognize it. They say that s within standards and tolerance. It s not within my tolerance. Now I don t trust my vehicle. That s the whole purpose of buying a brand new one.'

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called the customer who said that she that the vehicle stalls while she was driving. She said that she took in to the dealer and updated the computer. She said that she does not feel safe to drive the vehicle. Customer was also informed that his concern will be documented for future reference.

Customer Assistance Inquiry Record (CAIR)#**21307761**

VIN	1J4NT1GA9	BD	Open Date	09/02/2011	Built Date	10/04/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	11/26/2010	Mileage	11,000	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP				
Dealer Address	6500 OKEECHOBEE BLVD					
Dealer City	WEST PALM BEACH	Dealer State	FL	Dealer Zip	33411	

Owner		Contact Type	CERTIFIED LETTER			
Address		Home Phone				
	WEST PALM BEACH FL	Country	UNITED STATES			

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 083011; DATE RECEIVED: 090211

Owner submits a motor vehicle defect notification card via certified mail and received on 9-02-2011. It states that the problems include the engine stalling and brake problems. Writer will forward this to the bc for further review and handling.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 9/6/11*****

SEE ABOVE CONCERNS.

090611 RVW ATTEMPTED TO CONTACT OWNER. GOT VM. LM ACKNOW RECEIPT OF MVDN AND REQ OWNER CALL WRITER TO REVIEW OWNER CONCERNS WITH VEH AND TO SET UP APPT FOR OWNER TO DROP OFF VEH TO ARRIGO DCJ WPB BY 8:30 AM ON SEPT 12 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR OF VEH. WRITER RECD CALL BACK FROM OWNER. REACKNOW RECEIPT OF MVDN. OWNERS CONCERN IS:

(1) VEH STALLS WHILE DRIVING THUS LOSES POWER ASSIST TO STEERING AND BRAKES.

WRITER SCHEDULED OWNER TO DROP OFF VEH TO ARRIGO DCJ WPB BY 8:30 AM ON SEPT 12 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. NO ALT TRANS REQ, NONE OFFERED. WRITER ADVISED DLR THAT IF ALT TRANS BECOMES AN ISSUE TO PROVIDE AS CUSTOMER GOODWILL GESTURE AND TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #21307761'. WRITER ADVISED TA/ASM/SM OF THE ABOVE. APPT PENDING

091211 RVW SPOKE WITH TA. TA REPORTS THAT UNABLE TO DUPL CONCERN. IS APPLYING RECENTLY ISSUED SOFTWARE UPDATE TO PCM.

091311 RVW SPOKE WITH SM. SM REPORTS REPAIRS COMPLETED AND VEH RETURNED TO OWNER. SM TO FAX COPY OF RO TO WRITER. FU LETTER SENT.

Customer Assistance Inquiry Record (CAIR)#

21314971

VIN	1J4NT1GAX	BD	Open Date	09/06/2011	Built Date	04/26/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	05/30/2011	Mileage	5,379	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
Dealer Address	11101 NURSERY FIELDS DRIVE					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	
Owner	[REDACTED]			Contact Type	CERTIFIED LETTER	
Address	[REDACTED]		P. O. BOX 347	Home Phone	[REDACTED]	
	SANDERSON FL [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Owner states it stalls and does not downshift when slowing to turn
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 090111; DATE RECEIVED: 090611

Owner submits a motor vehicle defect notification card via certified mail along with a letter requesting the problems with this vehicle be resolved. It was received on 9-06-2011. It states that the vehicle has been out of service for 20 days or more. Writer will forward this to the bc for further review and handling.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 9/7/11*****

SEE ABOVE CONCERNS.

090711 EMAILED TA FOR APPT DATE

TENTATIVE APPT DATE 9/22/11

090911 RVW CONTACTED OWNER AT CELL PHONE. ACKNOW RECEIPT OF MVDN. OWNERS CONCERN IS:

- (1) VEH STALLS WHILE DRIVING DOWN ROAD OR WHEN SLOWING TO MAKE TURNS.
- (2) TRANS DOES NOT DOWNSHIFT INTO 1ST GEAR WHEN SLOWING TO MAKE TURNS OR WHEN COMING TO STOP.
- (3) VEH RUNS AT VERY HIGH RPMS WHEN DRIVING A SLOW SPEEDS.

WRITER SCHEDULED OWNER TO DROP OFF VEH TO JACKSONVILLE CJD BY 8:30 AM ON SEPT 22 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. ALT TRANS TO BE PROVIDED AS CUSTOMER GOODWILL GESTURE FOR DURATION OF INSPECTION/REPAIR. WRITER INSTRUCTED DLR TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: ' LEMON LAW RENTAL APPROVED IN CAIR #21314971'. WRITER ADVISED TA/ASM/SM OF THE ABOVE. APPT LETTER SENT TO OWNER AS CONFIRMATION.

APPT PENDING

092211 RVW SPOKE WITH SM WHO CONFIRMED VEH AT DLR
T/A: Vehicle s PCM has been previously flashed with software that prevents any driveability or idle concern. The transmission and engine operate as designed. As this vehicle is equipped with a CVT (continuously variable), it does not shift and change 'gears'. This gives the operator a different feel from a trans that shifts. The engine and trans operate as designed.

092311 LM FOR SM TO FAX COPY OF RO TO WRITER UPON RETURN OF VEH TO OWNER.

092711 FAXED COPY OF RO RECD. VEH RETURNED TO OWNER 9/23. FU LETTER SENT.

Customer Assistance Inquiry Record (CAIR)#

21319210

VIN	1J4NT1GA1	BD	Open Date	09/07/2011	Built Date	03/31/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/06/2011	Mileage	300	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE
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Dealer Address	11101 NURSERY FIELDS DRIVE					
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Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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NEPTUNE BEACH FL	Country	UNITED STATES
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Corporate - Repurchase - Default - Default - Default	
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Product - Drivability - Unknown - Other - Default	
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09/07/11: CAIR opened for customer s check. cwm

Area Manager Update - The customers vehicle has been repaired and as such AM has left a message asking her for a call back. The customer needs to bring her rental back to the dealership per the fact that hers is driveable and there is no doubt that the stalling issue is resolved. RJV13
 9/8/11 Check package approved. CM
 9/9/11 Submitted check request to Chrysler for approval. CM
 9/16/11 CN146: Awaiting check from Chrysler.

Customer Assistance Inquiry Record (CAIR)#**21331551**

VIN	1J4NT1GB1	BD [REDACTED]	Open Date	09/09/2011	Built Date	03/16/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	04/25/2011	Mileage	50	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SAN ANTONIO TX [REDACTED]				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	third party wants to change owner information
Corporate - Complaint Contact - Default - Default - Default	vehicle stalls out

Customer s mother called to lodge a complaint about the vehicle. Agent found the vehicle owner information to be different from the information provided by the caller. Agent informed the caller to have to actual owner call in and make changes to the owner s information.

Customer Assistance Inquiry Record (CAIR)#**21338728**

VIN	1J4NT1GA5	BD		Open Date	09/12/2011	Built Date	05/24/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	06/29/2011	Mileage	5,000	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.
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Dealer Address	21027 I H 45		
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Dealer City	SPRING	Dealer State	TX	Dealer Zip	77388
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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SPRING TX		Country	UNITED STATES
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Corporate - Rebates/Incentives - Default - Default - Default
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Customer is seeking compensation

Briefly summarize why the customer is contacting Chrysler: Customer called in because when he was driving his new vehicle on vacation his vehicle would shut off when he would slow down or turn around a corner. Customer stated the the vehicle shut off approximately 20 times while driving. Customer stated that he would have to put the vehicle in neutral and re-start the vehicle. Customer also stated that he was not receiving the proper gas mileage for her vehicle like it stated.

Briefly summarize what the customer is expecting: Customer brought the vehicle in to the dealership in which he purchased the vehicle from and they flashed the PCM for a software update. Customer stated that after they performed the flash on the vehicle the problems went away. Customer is seeking reimbursement for the cost of extra gas that he had to spend on the vehicle since the vehicle was not performing at it s best and it should of been upgraded before he received the vehicle. Customer stated that he is seeking approximately \$287 for extra gas spent. He is now having 23 miles to the gallon, but before the flash he was only getting approximately 16 miles to the Galen. Customer stated that there was a difference of 6 tanks that he spent on gas. Agent suggested that the customer contact the service manager or the owner of the dealership in which he purchased the vehicle from and try to see if they can do anything for him. Customer mentioned that he would call us back if he had any further questions.

Customer Assistance Inquiry Record (CAIR)#

21338844

VIN	1J4NT1GB3	BD	Open Date	09/12/2011	Built Date	10/07/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	04/02/2011	Mileage	11,385	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	60262	STATELINE CHRYSLER JEEP DODGE,	INC.
Dealer Address	800 GOLD HILL RD		
Dealer City	FORT MILL	Dealer State	SC
		Dealer Zip	29708

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	NEWTON NC	Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Repeated incidences of vehicle stalling
Corporate - Complaint Contact - Default - Default - Default	Vehicle keeps stalling
Product - Unknown - Unknown - Stalling - Default	Vehicle keeps stalling

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle keeps stalling. Customer states that she had her exselerator sensor changed and it is still happening. Customer states that this will be the third time its been in the dealership for this issue and she wants it resolved as soon as possible.
 Briefly summarize what the customer is expecting: Customer wants to file a complaint about her vehicle stalling
 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? 60262
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District M *****
 Original Owner
 1 new
 2 used
 Under warranty
 Service Contract 6 YEARS / 100,000 MILES - \$100 DEDUCTIBLE
 Writer contacted STATELINE CHRYSLER JEEP DODGE and requested to speak to their Service Manager. SA Tom Adams was not available. Left message on machine with CAIR, VIN and writer s contact information.

.....
 Status update provided via email to the following email address:

[REDACTED]
 My name is Susana and I have been assigned as your Case Manager. Here s some information for you to have;
 Your case number: 21338844
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66222
 My work hours: 9 am to 5 pm Eastern Time Monday-Friday
 I will contact you within 24 hours regarding your case.
 Thank you.
 End of Status Update
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
 Unavailable. Left message on machine.
 MS [REDACTED] returned call from writer. Customer states her vehicle is

a 'Latitude' not a sport. Customer expressed her dissatisfaction with the fact she had her vehicle in for 3 times for the same issue. She doesn't want the vehicle anymore. Writer informed customer a follow up call will be made to the dealership to make sure they are exhausting all their resources to reach a resolution on this. Customer may consider lemon law. Writer called STATELINE CHRYSLER JEEP DODGE, and requested to speak to their service manager. Got a voicemail, writer called the main line and line got disconnected. Writer called again, spoke to SA Kevin, confirmed the vehicle is in their shop right now. Said that SA Phill is working with it at the moment, transferred writer to him. SA Phill stated SA James is trying to work STAR. 1 time car went in SA couldn't replicate problem, 2nd time SA spent 8 hrs trying to figure out what the problem was, it was a software issue. This time (3rd) SA is being trying to get a hold of STAR but he doesn't have an answer yet at this. Writer confirmed there's not a recall on this VIN. A follow up call will be made to the dealership tomorrow to see where we are at with this case. Writer thanked SA James for doing everything possible to assist this customer.

MS [REDACTED] called to inquire about her CAIR, writer informed customer that a follow up call was promised to the dealership for today and one to the customer to let her know of what STAR response was. Customer appreciated.

Writer contacted STATELINE CHRYSLER JEEP DODGE and requested to speak to SM Tom Adams, SM stated the Area Manager was in the shop at the very moment and have decided to buy the vehicle back. The AM was working with ISG to make that determination.

VOICEMAIL

MS [REDACTED] called requesting a call back with an update on the case. CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] informed customer per lines 64-67. Stated CAIR will be closed at this time since AM was working on this along as ISG. Customer appreciated the information and thanked writer.

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

Area Manager contacted Ms. [REDACTED] and agreed to replace vehicle due to stalling concerns. [REDACTED] will be responsible for mileage and usage charges based on first documented repair attempt at 3,964 miles. Customer will be responsible for any increase in MSRP. Area Manager has authorized rental vehicle during replacement process given the fact customer refuses to risk her safety in current Jeep Patriot. Bob Rossi, Area Manager (9/16/11).

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

Customer Assistance Inquiry Record (CAIR)#**21343449**

VIN	1J4NF1GB1	BD		Open Date	09/13/2011	Built Date	05/13/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/03/2011	Mileage	2,878	Dealer Zone	70		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS					

Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF	SANTA FE
Dealer Address	4470 CERRILLOS RD.		
Dealer City	SANTA FE	Dealer State	NM
		Dealer Zip	87507
Owner		Contact Type	TELEPHONE
Address		Home Phone	
	LOS ANGELES CA	Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Vehicle Stalling
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Vehicle has the check engine light on and the vehicle is stalling. This is the second time the vehicle has been into the dealer with same issue. The dealership is unable to duplicate the issue. After first visit it took 2 weeks for problem to happen again.
 Briefly summarize what the customer is expecting:
 Issue to be resolved.

****End structured narrative T2 - Beginning Narrative
 ***** Below Customer Contacted for Documentation Request *****
 ec703@chrysler.com on 2011-09-13 @ 16:08
 ***** Customer Document Received *****
 Customer Document Reviewed.
 * * * * * CASE MANAGER TEAM - District ? X Û * * * * *
 Status update provided via email to the following email address:

[REDACTED]

My name is Eric and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 Your Case Number: 21343449
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66173
 My work hours: 7am-3:30pm Mountain Time Monday-Friday
 I will be contacting you by telephone within one business day to review your case with you.
 End of Status Update
 Writer tried contacting the Service Manager Albert, however he was unavailable. Writer left a detailed message for a call back.
 Writer sent an email to the customer stating that I left a message for the Service Manager and the Case Manager Eric would email him after we found out some more information about the vehicle.
 Writer dealership contact attempt. Phone number dialed, [REDACTED]
 Left message for Albert Service Manager.
 Writer spoke to receptionist who attempted to reach a Service Advisor, Tim left a message for him as well.
 email being sent to JWB114.
 Fleet TA jwb114 left message with SM Albert requesting dealer to initiate a Star case as soon as possible and to provide update as to status of vehicle.
 Email being sent to RMR47 about getting Star Case started.
 Message received from Albert the Service Manager that the vehicle is no longer at the dealership, that the dealership couldn't duplicate the concern.
 Star Case is started. Dealer called to state they had released the

vehicle back to the customer a week ago. I spoke with SM, Albert, and requested the next time they speak with customer, they gather some details as to possible engine temp, shift position, other noted symptoms; and also, what is required to return to normal operation (e.g. quick key cycle, allow vehicle to sit awhile, etc). I requested dealership call Star with this information to update the Star Case on the Vehicle.

Email sent to [REDACTED] about taking vehicle in for a diagnosis.

Email sent from [REDACTED] stating vehicle was fixed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

21352118

VIN	1J4NT1GA3	BD		Open Date	09/15/2011	Built Date	10/29/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	11/18/2010	Mileage	4,000	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE					
Dealer Address	26433 SOUTHWEST FREEWAY						
Dealer City	ROSENBERG	Dealer State	TX	Dealer Zip	77471		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	HOUSTON TX	Country	UNITED STATES				

Corporate - Rental Vehicle - Default - Default - Default	Customer is seeking a rental vehicle
Dealer - Sales - Personnel - Discourteous/Rude - Salesperson	Customer states Dealer #26756 treated customer like a terrorist
Product - Drivability - Unknown - Stalling - Default	Customers vehicle keeps stalling
Dealer - Sales - Transaction - Other - Default	Dealer #26756 charged double for service contract
Product - Engine - Unknown - Other - Default	Oil light coming on

****Begin structured narrative T2 - RENTAL

Is the vehicle still under warranty?

Yes

Does the vehicle have any service contract that covers rental?

No

What repairs are currently being completed?

Customers vehicle keeps stalling.

Why has the vehicle not been repaired and returned to the owner?

Customer was mistreated at the dealership.

What is the estimated date that the repair will be completed?

Is this a recall repair?

No.

Is this a pre-authorization or a request for reimbursement?

Pre-authorization

Chrysler authorizes rental? Explain why or why not...

****End structured narrative T2 - RENTAL

Briefly summarize why the customer is contacting Chrysler: Customer called in very upset because when she purchased her new vehicle she was double charged for things that were already included in the vehicle. Customer was charged for an extended bumper to bumper warranty when this was already included when she purchased the vehicle. Customer stated at 3000 miles she brought her vehicle in for an oil change. Customer stated that her vehicle has been stalling on her for the past couple of months. Customer stated she can not bring the vehicle on the free way because the vehicle starts to slow down and the customer is afraid of getting into an accident.

Customer stated that when she purchased the vehicle they told her that they did 7 credit checks on her to see if she was a terrorist. Customer was very offended by this and called to speak with someone and when she started to tell her story they told her that she was taking to much of their time.

The dealership would not provide customer with Chrysler Customer Assistances number so she could address her issue.

Customer spoke to agent over an hour about god and how upsetting this was when she purchased her vehicle, customer stated she has suffered

Briefly summarize what the customer is expecting: Customer is seeking a rental vehicle while her vehicle is being repaired for the stalling issue. Customer was told when she purchased her vehicle that they have

rental vehicles at the dealership that she can be provided with. Customer asked for a rental and they told her that they are always out of rental vehicles and they can not provide her with one. Customer states she needs a big vehicle because her and her father have a disability.

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 [REDACTED]

Customer email address for case updates: No

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

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

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

Reassigned to 88F

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

Alternate number - [REDACTED] - District ? 88R U * * * * *

Current new, No SC.

Agent attempted to contact dealer 26756 Service Manager (SM) Chuck, however, SM not available.

Agent talked to SA Carlos states the last time 06/2011 31,000 miles customer states that when vehicle starting up hears a noise but has not been in for stalling issues.

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

Customer states that the issue started with the oil change and then the oil change light kept coming on thereafter and then started stalling especially upon turning and is not normal.

Customer states that because of the dealer treatment previously is hard to take the vehicle into them.

Customer states the someone took a test drive with her and the vehicle did not act up and is intermittent.

Customer states the dealer took 1 1/2 months to get her license plates and does not trust them any more.

Customer states the dealer told her they have no loaner vehicles.

Customer states the dealer told her she was a terrorist and ripped her off fraudulently.

Customer states that she talked to the President of dealer #26756 and told her she was taking too long and hung up with her.

Customer states that Sal from dealer 267 will be assisting her and trusts him only and will be dropping the vehicle off today.

Customer states that JD1251 wanted to get her off of the phone and didn't like the way she was treated either.

Agent informed the customer that Chrysler will assist with up to \$40.00 per day for high line Ram, Dodge, Chrysler, Jeep and up to \$25.00 for another brand vehicle for up to 1 day for a rental reimbursement.

Customer states that she is thinking of taking her vehicle into the dealer next week on her time.

Agent provided 800-763-8422 KT282 at extension 66289 and case number.

Agent filed CAR against dealer #26756.

Agent re-assigning case to KT282 for follow up with diagnosis and repairs.

Customer called in for case manager and agent transferred to case management

Customer called in stating couldn't hear, then asked for agent's full name agent stated can only give 1st name then asked where calling, agent stated what do you mean she said what country I said America and then asked for someone to speak who she understands, customer had attitude and wouldn't let me even look at case and said will hang up and call again

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer called to speak to CM. Agent transferred customer to CM ext 66289

Customer called in very upset that writer had not contacted customer.

Writer explained that per line 91 she had not gone into the dealership yet for repair. Customer stated that she was not going to go in until she

Customer stated that GF222 had a English accent and she couldn't understand her and she stated that she needs to shut up and work. Writer attempted to get information on how we could assist her. Customer stated that she wants her rental vehicle. Writer explained again the information in lines 87-93. Writer explained to customer that Jeep wants to see her vehicle fixed and that writer is attempting to assist her. Customer requested to speak to a supervisor. While waiting for a supervisor customer hung up. Writer put in a request for a supervisor call back with BE115.

The caller called in to speak to a CM Supervisor. The caller states that she is very disappointed by the treatment she has received from her CM. Agent transferred caller to CM to request to speak to a supervisor.

SUPERVISOR

Busy tone, no option to leave a message.

Customer stated that she has been waiting for supervisor, Customer stated that her new vehicle stalls out all the time and she was told by Sal that there is a loaner vehicle that she could use. However the customer has to many things going on with the life and her father in a wheel chair.

Caller called in to talk to the case manager.

Agent transferred the caller to the CM department.

Caller [REDACTED] requesting to speak with Supervisor. She said the CM was incompetent and had already requested a supervisor and had not been called back. She said she had requested a rental and wanted to know why it had not been given. Writer told her SW531 had authorized 1 day of rental reimbursement.

Service manager Chuck called in and stated that the customer is very abusive and is difficult to handle. SM stated that he informed the customer that one day of rental will be reimbursed to her. SM called and informed writer that customer is requesting a call back.

Service manager Chuck called in and stated that the customer is very abusive and is difficult to handle. SM stated that he informed the customer that one day of rental will be reimbursed to her. SM called and informed writer that the customer is requesting a call back.

Briefly summarize why the customer is contacting Chrysler: Customer called being very irate and would not let me talk and try to get her to where she wanted to go. She wouldn't stop yelling and saying bad things about Chrysler and us as customer service agents. She was very unpleasant and would not let me explain anything.

Briefly summarize what the customer is expecting: The customer wanted to talk to a supervisor but wouldn't let me tell her anything and kept yelling at me. Agent stayed calm and tried to get her to her case manager to get her situation taken care of.

Writer attempted to contact customer at [REDACTED]. Number was busy. Writer emailed service manager to get alternate number.

Service manager Chuck called in and stated that the customer is very abusive and is difficult to handle. SM stated that he informed the customer that one day of rental will be reimbursed to her. SM called and informed writer that the customer is requesting a call back.

Customer called because they have not received a call from their case manager. While the call was being conducted the case manager made a contact attempt. Customer states they want to be called on their cell phone [REDACTED]. Customer states that they do not like the way they have been treated to this point and are currently seeking to sue Chrysler if they can't get assistance. Agent advised that they would have the case manager call them back again and in the meantime referred them to the dealership in order to get a hold of a district manager. Customer is requesting an immediate call back from their case manager on their cellphone number which is [REDACTED].

Customer calls to speak with their Case Manager. Transferred to 66352 at customer's request

Customer Ms [REDACTED] left a voice message stating that she had talked to me on 9/15/2011 and her case manager has never called her and the service department never got an approval from SW531 and then was approved and has been given mis information and really doesn't know how many days she was approved for and has called 3 days in a row never received a call back from KT282.

Customer states that she will be reporting this entire incidence to a lawyer and that when she talked to agent GF222 was rude to her and did not handle the call in a professional manner.

Customer then states that KT282 called 3 days later and the service department told her they never heard from SW531, car is still stalling

Customer states that she has tried getting a hold of the CEO and the President not available and the manager no longer with them.

Customer states she is not being taken care of and the problem is still not resolved and has not been able to leave the house or run errands.

Customer requesting a call back at [REDACTED]

Writer contacted customer at [REDACTED]. Writer informed customer that the dealership is working on providing her with a rental vehicle. Left message.

Writer contacted service manager Chuck to verify that the customer was provided with a rental. SM stated that the customer has not gone in.

Customer was informed that she would be provided with a loaner vehicle.

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

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

Writer contacted customer at [REDACTED]. Customer stated that she has not contacted writer back because she is disappointed in Chrysler. Writer attempted to get information on what assistance customer is looking for.

Customer was uncooperative and would not allow writer to assist her.

Customer started screaming. Writer informed customer that she would need to calm down before the case continues. Customer continued to scream and finally went silent. Writer asked the customer if she would still like

assistance. Customer did not respond. Writer informed customer that the case will be closed until she is able to work with Chrysler in a professional manner.

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

Customer Assistance Inquiry Record (CAIR)#

21353692

VIN	1J4NT1GA1	BD		Open Date	09/15/2011	Built Date	05/26/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	07/31/2011	Mileage	2,600	Dealer Zone	71	LOS ANGELES	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PW7 BRIGHT WHITE CLEAR COAT						
Engine	ECN 2.0L I4 DOHC 16V DUAL VVT ENGINE						
Transmission	DAV CONTINUOUSLY VARIABLE TRANSAXLE II						

Dealer	26553	MICHAEL STEAD'S WALNUT CREEK CHRYS		LER JEEP DODGE			
Dealer Address	2404 N MAIN ST						
Dealer City	WALNUT CREEK			Dealer State	CA	Dealer Zip	94596

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	MARTINEZ CA	Country	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	refund on rental
Corporate - Rental Vehicle - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Steering - Unknown - Seizes, Sticks, Binds - Default	

Customer is contacting chrysler because her vehicle was stalling and the steering wheel will lock up. Customer brought this to the dealer about 5 days ago and has had a rental for the time its been in. Customer needs to have the rental longer and will be looking for assistance with rental vehicle.

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

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? 26553
Reassigned to 88R

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

Writer spoke with SA Claudia. SA states that vehicle has electrical concerns and may take a few days for full diagnosis. Warranty repair. Writer left message for SM inquiring if SM will accept RA for 5 days of rental to start with and have case manager follow up to inquire if an extension is needed.

Writer spoke with SM Charles. SM states that issue has not been duplicated. Sm feels that customer s concerns are real and issue is occurring. Sm states that with out a definite diagnosis rental can not be obtained in house. Writer advised that writer will offer customer reimbursement for 5 days of rental and have zone case manager follow up to inquire if rental can be obtained in house after diagnosis. SM thanked writer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, . Writer left message. Writer advised custoemr to call back for terms of reimbursement. Writer will offer reimbursement for 5 days she has had rental as well as 5 more days for a total of 10 days at \$40.00 a day for a CDJR and \$20.00 for a competitor.

Writer attempted to contact customer to advise of lines 26-30. No answer. No message left as one was left earlier today. Writer is forwarding case to morning rental agent for attempt tommorow.

Writer spoke with customer. Writer advised of lines 28-30. Customer was happy. Writer advised that case manager will follow up to inquire if extension or less time was needed as well as reimbursement methods.

**** DEALER CONTACT ****

Writer contacted dealer 26553 and spoke with Service Manager (SM) Chris regarding the customer s vehicle. SM stated the test drove the vehicle for about 28 miles and there were unable to duplicate the stalling and

lock up of the steering wheel.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
Writer left message requesting customer call Case Manager at 800-763-8422 ext 66089.

[REDACTED] stated that she would be reimbursed for rental and that she was suppose to recieve an email so she could send the paperwork. Writer advised that we didnt have a link and that maybe the reason why it wasnt sent out. Writer will send out link to email address

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

[REDACTED] on 2011-09-19 @ 16:42

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

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

refund on rental

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.

09/16/2011

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

\$0

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

\$120.03

What is the total Tax to be reimbursed?

\$0

What is the total amount being reimbursed?

\$120.03

****End structured narrative T2 - eReimbursement

Writer reviewed documents and agreed to assist customer with rental costs and will refund 120.03. Writer called customer and left message that check was being mailed to address requested in documents

Customer Assistance Inquiry Record (CAIR)#**21356145**

VIN	1J4NF1GB1	BD	Open Date	09/16/2011	Built Date	03/01/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	07/05/2011	Mileage	940	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	42174	ALLEN MELLO DODGE INC
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Dealer Address	13 MARMON DRIVE					
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Dealer City	NASHUA	Dealer State	NH	Dealer Zip	03060	
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Owner		Contact Type	LETTER
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Address		CIMS 485-06-73	Home Phone	
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AUBURN HILLS		Country	UNITED STATES
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Product - Electrical - Unknown - Other - Default	
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Vehicle had stalling problems that led to replacing the vehicle. Ceck request to reinmburse the dealer for rental expense incurred while vehicle repairs were being performed and during the replacement process. _ Rental days 24 days @ \$35/day= \$840. Dealer to share in \$190 days of rental expnse. Check request for \$650.00.
 POSTMARK DATE: 102011; DATE RECEIVED: 102011

Customer Assistance Inquiry Record (CAIR)#

21356277

VIN	1J4NT1GA0	BD		Open Date	09/16/2011	Built Date	12/23/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	04/10/2011	Mileage	8,345	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	56733	HILL-KELLY DODGE JEEP					
Dealer Address	6171 PENSACOLA BLVD						
Dealer City	PENSACOLA			Dealer State	FL	Dealer Zip	32505

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	GULF BREEZE FL	Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer's vehicle stalls.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking assistance diagnosing vehicle.
Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle is stalling.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she has been having ongoing issues with her vehicle since purchase. Customer has had to bring the vehicle to the shop once a month at the least. Customer has been having an issue with the vehicle stalling, no matter what speed. Customer feels very unsafe driving the vehicle. Dealership has tried repairing the issue and diagnosing it and they cannot seem to correct the problem. Customer is calling seeking assistance from Chrysler diagnosing the issue. Customer inquired about lemon law with the agent, Agent advised to inquire with case management on the call back or speak with their attorney general. Briefly summarize what the customer is expecting: Customer is expecting assistance diagnosing the issue.

Has customer had previous history with current issue?
 Customer has a history of diagnosis for an intermittent problem?
 Has had repair history at Chrysler dealership(s)?
 Was this vehicle purchased new by this customer?
 Customer has a history of purchasing Chrysler vehicles?
 If yes, number in household?
 Customer claims to maintain vehicle as per maintenance schedule?
 Has a mechanical Chrysler Group Service Contract?
 Warranty coverage code?
 Ownership status?
 Basic warranty component?
 Powertrain warranty component?
 Service contract or Mopar warranty component?
 Within 3 years or 36,000 miles?
 Within 2 years or 24,000 miles?
 Within 1 year or 12,000 miles?

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] (cell phone)
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? (Owner/Dealer/IRF)
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 Who has possession for the vehicle? Owner
 Has the vehicle been diagnosed by the CDJ dealer? Attempted

IF a CDJ dealer has diagnosed, what is the dealer name or code? 56733

Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

Customer is 1st owner, 1 vehicle.

CONTACT UPDATE - Writer spoke with customer saying her vehicle stalls as she is driving it down the road. Customer's vehicle jerks. Customer has had it at the dealership several times and they have worked on it.

Customer wanted to know what her options were, other than lemon law.

Stated to customer she would need to take her vehicle back to the dealership to see what they can do. When she takes her vehicle back if the dealership can duplicate her concerns they can contact the Chrysler engineers to see what can be done to fix the problem. Stated to customer dealership would need to duplicate her concerns. Customer stated she would be talking it over with her dad. Stated I would follow up with her.

Follow up on 09/26/11.

Reassigned to I2R for follow-up.

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

9/21/11 DS891

Spoke with the customer and she said that the vehicle has stalled her on before. She said that right now it looks as though it is about to stall on her again. She said that the vehicle is doing those pre-stalling symptoms. I told her that I understood. She said that she doesn't want to take the vehicle in and waste time because her family is in the process of moving. She said that the earliest she could take the vehicle in would be Monday.

9/21/11 DS891

Called the customer and she said that she is getting married and travelling to another state. She said that she is scared of driving the vehicle. I called Bill McGinnis, Service Manager at Hill Kelly and left him a voice mail to see if we could get a flight recorder on the vehicle along with getting the repair history.

9/27/11 DS891

Called the customer and left a voice mail message for her to call me regarding any updates. Also called Hill-Kelly and spoke with Shay in service to get status and she took a message for Bill McGinnis the service manager to give me a call.

9/29/11 DS891

Called the customer to see if she had taken the vehicle into the dealership and she said that she had not because she had been so busy with her wedding and moving to another state. She said that she just hadn't had time. I told her that I understood. I told her that I know that she was in a life transition right now and we wanted to provide her support and comfort in the middle of the transition so that she would be comfortable as a part of the Chrysler family. I told her that no matter where she travelled Jeep/Chrysler would be there. I offered her a service contract that would give her roadside assistance and a loaner vehicle if she needed it. I told her that this was a goodwill offer from Chrysler and to consider it a wedding gift. She laughed and was relieved. I told her that since she was moving did she have a forwarding address or would she have her mail forwarded to her new address through the postal system and she said that she would. I wished her the best for her nuptials and new address.

9/29/11 DS891

Submitting Added Care Plus 5 year, 60,000 - 0 deductible, WAX560N

9/29/11 Emailed rw100 for approval to process Chrysler Service Contract.

Follow up on Service Contract approval on 10/3/11. CM

9/30/11 Received approval from rw100 to process the Chrysler Service Contract. I applied the Chrysler Service Contract Added Care Plus 5 year/60,000 mile \$0.00 deductible. Contract code WAX560N. The customer accepted the final resolution of the Chrysler Service Contract and is very satisfied with the offer. Closing case and CAIR. CM

Customer Assistance Inquiry Record (CAIR)#

21362136

VIN	1J4NF1GB0	BD		Open Date	09/19/2011	Built Date	07/22/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/01/2011	Mileage	500	Dealer Zone	70		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS					

Dealer 43931 CHAPMAN'S LAS VEGAS DODGE L.L.C.

Dealer Address 3470 BOULDER HWY

Dealer City LAS VEGAS **Dealer State** NV **Dealer Zip** 89121

Owner [REDACTED]

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

LAS VEGAS NV **Country** UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer called in regards to a rental car
Corporate - Product Information - Default - Default - Default	Customer called in regards to a rental vehicle
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Customer called in regards to a rental vehicle. Customer states she was given a rental code and was told she would get a rental vehicle. Customer states that dealership does not have rentals or loaners. CAC advised customer a CM has been assigned to her and she will hear from them by the end of the next business day.

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

Writer spoke with Acting Sm Tony Santos. Acting SM states that dealership was unable to duplicate issue. Customer picked up vehicle 9/18/2011 and would need to bring it back in to get a diagnosis before rental can be obtained in house.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Writer spoke with customer. Customer states that she would like to take her vehicle back to dealership and get her trade in back. Writer advised that customer would need to contact selling dealership for this request. Customer states that vehicle is currently in her garage at home and she expects dealership to come and pick up vehicle and bring her a loaner. Writer advised that as customer does not have rental coverage that rental can be obtained in house before a diagnosis is completed. Writer advised that if customer needs a rental during diagnosis she can be reimbursed \$40.00 a day for a CDJR and \$20.00 for a competitor for 2 days. Writer advised that case manager will follow up after diagnosis and see if rental can be obtained in house. Customer feels that this is unacceptable. Writer advised that offer for 2 day reimbursement is a compromise. Customer understood.

Marilyn who I talked to on Sunday gave me a Ref# of 21360648 and told me to call 800-247-9753 to get a rental car until this mess is straight. I called that number and they are no longer in service. So I called back to 800-992-1997 and could not talk to Marilyn but a Candy was there and she told me sorry nothing anyone can do until you guys email or get in touch with me, probably within 24 hours. I have purchased five chryslers in my lifetime and I will NEVER purchase another one; I have never run into a dealership that won't stand behind anything, or give you a loaner call NOTHING

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

****NO ACTION NEEDED****

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer states her vehicle is at dealership, and she is in

a rental vehicle at this time.

Please email cair 21383465 - for additional comments. Client needs assistance again

DEBRA MARSHALL requesting to speak with Case Manager OC1239. Not Available. Caller is very upset that she has a new vehicle and can not get any action taken on this repair.

Writer attempted to contact Mrs. Marshall but she was not in. Writer left a detailed message stating that her case manager will follow up with her tomorrow 09/27/2011.

Writer called customer and states that she has the vehicle at the dealer and its been in 3 times for the concern and requested lemon law, escalated to 88L

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

Called customer at [REDACTED] and person who answered the phone stated she was not there.

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

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

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

RESEARCH RESULTS:

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

Number of related repair attempts = 0

Number of days out of service = 0

Call back 9/30.

Reassigned to I2R for follow-up.

Customer calls to speak with their Case Manager.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
10/4/11 DS891

Called the customer and she said that Chapman Dodge has her vehicle right now and they have had it over a week this time. The customer said that her vehicle has stalled on her more than 20 times. She also said that she has had the vehicle into the dealership 3 times totalling 10 days.

She said that intermittently it won't start on a cold start. She said that repeatedly over and over it happens. She said that Mr. West at Chapman Dodge has been her contact person.

10/4/11 DS891

Called Chapman's Las Vegas and asked for Mike Nicosia, the service manager. Got his voice mail. Left him a message asking for diagnosis and status of this vehicle.

10/5/11 DS891

Called Chapman's Las Vegas and spoke with Mike Nicosia the service manager and he said that he has been unable to duplicate the customer's concern. He said that he is going to give the vehicle back to the customer. Will follow up with the customer.

10/7/11 DS891

Called the customer to see how the vehicle was running after the repairs and she said that she did not have a no start concern since she picked it up. I told her that was great and if she needed anything in addition to please feel free to give me a call.

If the customer calls again with additional concerns, please refer them to DJ Streat/I2R Coordinator at 888-542-7239 extension 465.

Customer Assistance Inquiry Record (CAIR)#**21377532**

VIN	1J4NF4GB2	BD [REDACTED]	Open Date	09/22/2011	Built Date	01/18/2011
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY		
In Service Dt	03/30/2011	Mileage	21,285	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	TUCKER GA	[REDACTED]		Country	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default

Technical Assistance

Customer states that the vehicle stalls out and may not restart for up to 45 minutes. I have spoken with the dealer and they have not been able to recreate the concern. I also spoke with the driver and he stated that he believes the concern is related to the ambient temperature. He also stated that they vehicle only seem to exhibit the concern after a few hours of driving. I have spoken with Steve the SM at the dealership and I am waiting for him to call back to discuss his ability to provide a data recorder for the customer to use on the next road trip.

Spoke with the driver of the vehicle. He stated that the concern only occurs in hot ambient temperatures and after 1.5-2.5 hours of driving. His last drive from ABQ to El Paso was on Sept 26. He believes the concern will not return until the ambient temperatures rise again. The driver has agreed to notify me in the even that the concern returns.

Closing cair.

Customer Assistance Inquiry Record (CAIR)#

21381782

VIN	1J4NF1GB0	BD	Open Date	09/23/2011	Built Date	07/01/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	07/14/2011	Mileage	2,500	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	LETTER
Address					Home Phone	
	PALATINE IL				Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Sun Visors/Vanity	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	
Product - Unknown - Unknown - Stalling - Default	

Customer calling because their vehicle keeps randomly stalling. Customer has taken the vehicle to the dealer before for it and they had made one repair on it and gave it back. Then customer had it happen again and it was towed to a dealer. The dealer did not make any repairs and told her to take it back. Customer states the dealer was working with a Chrysler Rep and they had no repairs for the vehicle either so it was not just the dealer. Customer wants Chrysler to fix the vehicle or take it back.

Has customer had previous history with current issue? Yes
 Customer has a history of diagnosis for an intermittent problem? Yes
 Has had repair history at Chrysler dealership(s)? Yes
 Was this vehicle purchased new by this customer? Yes
 Customer has a history of purchasing Chrysler vehicles? No
 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 Owner
 Basic warranty component? unknown
 Powertrain warranty component? unknown
 Service contract or Mopar warranty component?
 Within 3 years or 36,000 miles? Yes
 Within 2 years or 24,000 miles?
 Within 1 year or 12,000 miles?
 Customer informed a call back is required and will take place within one business day.
 Preferred Morning/Midday call back number is
 Preferred Afternoon/Evening call back number is
 Customer email address for case updates:
 Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back or replacement? Replacement
 Reassigned to 88L

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

1-new
 Still under warranty
 CSC-no
 Status update provided via email to the following email address:

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

Your Case number: 21381782
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66207
 My work hours: 7am-3:30pm Mountain Time Monday-Friday
 I will contact you within one business day by telephone to review your

case with you.

End of Status Update

Writer contacted the dealership and requested to speak with dan he was not available, writer left message with Jake to have Dan contact the writer back.

as per lines 30-31 the case was supposed to be escalated to 88L writer reassigning to 88L

Reassigned to I2R for follow-up.

****Rochel Ditmore with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rochel Ditmore at 888-542-7239, extension 537. Thank you.****

9/27/11 RD617 Spoke with customer who reports the vehicle has been stalling. The vehicle has been in for repair a couple of times and they have not been able to repair the stalling concern. The vehicle has been at the dealership this time since 9/15. The customer does not want the vehicle back as she does not trust it any longer to be reliable. i advised the customer that I will check on the repair status and present her request to the DM for review.

9/28/11 RD617 Left a voice mail message for Bryan, SD at Wickstrom to return my call regarding this vehicle.

██████████ seeking an update. Writer verified information on lines 57-65. Customer stated that transmission control module was replaced. Customer stated that she still wants out of vehicle. Customer stated her vehicle will be ready tomorrow and would be called to pick it up. Customer would like know if she should pick it up. Writer advised that would be up to her. Writer advised that CM will further look into her concerns. Customer understood.

9/29/11 RD617 Spoke with Bryan Cook, SD at Wickstrom who reports they replaced the PCM on the vehicle and have also placed a data recorder on the vehicle just in case this repair does not work. Bryan reports they have had the vehicle twice. This time since 9/15.

9/29/11 RD617 Spoke with customer to inform her the vehicle is repaired and ready to pick up and explained to her about the data recorder just in case the vehicle stalls again. The customer agreed to pick up the vehicle. I advised the customer that I would contact her next week to check on the status of the vehicle.

10/05/11 RD617 Spoke with customer who reports the vehicle was towed in on Tuesday for surging concern but has been returned to her with no repairs being performed as the recorder had no codes.

10/05/11 RD617 Left a voice mail message for Bryan, SD at Wickstrom to return my call regarding this vehicle.

10/05/11 RD617 Spoke with Bryan, SD at Wickstrom who reports the vehicle was towed in with a vibration or shuddering in the gas pedal. The vehicle had a VDR which recorded no codes or occurrence so the vehicle was returned to the customer with the VDR still in place.

10/05/11 RD617 Spoke with customer who is willing to continue driving the vehicle with the VDR in hopes of getting the vehicle repaired.

10/10/11 RW584 Spoke with owner who advised that she is no longer allowed to speak with Chrysler as she has attained a lawyer.

POSTMARK DATE: 100711; DATE RECEIVED: 101111

Stalling, transmission shifting, passenger visor vibrates _

Timothy Maloney _

Krohn & Moss-Attorneys at Law-Placement/Repurchase Notice

Reassigned to Business Center for review and handling.

Case assigned to Chry Office of General Council for handling.

Customer Assistance Inquiry Record (CAIR)#**21382145**

VIN	1J4NT1GA1	BD	Open Date	09/23/2011	Built Date	05/20/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	06/16/2011	Mileage	0	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARQUETTE HEIGHTS IL				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Vehicle stalled 2 times.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Fuel Economy - Default	
Product - Unknown - Unknown - Happy - Default	

CPS Survey Record Received Date: 09/23/2011
 Survey Number : BD23604803
 Quality Survey ID Number: 194792942
 Survey Date : 09/22/2011
 VIN Number : 1J4NT1GA1BD
 Mapping Class : Non-Legal/Non-Dealer
 Event Type : 1st Service customer pay
 CPS Score : 5

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 Writer spoke with the customer. Customer stated that they love the vehicle. Customer stated that the vehicle has stalled on them two separate times and they have taken the vehicle to the dealer and the dealer was unable to pull any codes as to what might be happening with the vehicle. Customer stated that both times it was very hot outside. Customer stated that also that he thought he would get better gas mileage out of the vehicle. Customer stated that he will continue to drive the vehicle and take records to see if the gas mileage gets better after breaking the vehicle in more. Writer stated that these concerns would be documented under the survey and this is a save record within Chrysler so if there are any further issues or concerns he can contact Chrysler. Customer understood.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#
21426165

VIN	1J4NT1GAX	BD	Open Date	10/05/2011	Built Date	05/17/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	09/19/2011	Mileage	77	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	52912	GLENN E THOMAS COMPANY				
Dealer Address	2100 E SPRING ST					
Dealer City	SIGNAL HILL	Dealer State	CA	Dealer Zip	90755	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	HUNTINGTON BEACH CA	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Unsatisfactory / Dislikes - Front	Front drivers side door panel is bubbling,below the window
Referral - Other - Default - Default - Default	Incentives inquiry
Product - Electrical - Body Wiring - Other - Default	Vehicle wouls not start

****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:

Mrs. Gonzales stated that her husband was unable to restart the vehicle and a short shut off. Customer brought vehicle to the dealership and was advised that the has to be with the alarm on the vehicle. Customer stated that the problem has been address. Customer also found bubbles below the window on the inside of the driver side door, in the front. Customer did speak with the dealership about and was advised that the part is on order currently.

Briefly summarize what the customer is expecting:

Mrs. Gonzales is inquiring about the cash celebration of a \$500 rebate on her new vehicle. Agent provided number and transfer to Incentives.

Agent assured that situation would be documented

The caller called in because she is inquiring if the fax she sent has been received about the Cash Celebration \$500 rebate. The caller states that she sent the fax to incentives.

Agent advised caller that the fax information has not been posted to her vehicle at this time. The agent advised caller to give the fax more time to be posted.

Customer Assistance Inquiry Record (CAIR)#

21443057

VIN	1J4NT1GB4	BD	Open Date	10/10/2011	Built Date	04/26/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	09/09/2011	Mileage	8	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	44509	RICK HENDRICK DODGE				
Dealer Address	1468 SAVANNAH HIGHWAY					
Dealer City	CHARLESTON	Dealer State	SC	Dealer Zip	29407	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	CHARLESTON SC	Country	UNITED STATES			

Corporate - Company Information Contact - Default - Default - Default	Customer wanted the contact information for SL181
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Happy - Default	

CPS Survey Record Received Date: 10/10/2011
 Survey Number : BD21356501
 Quality Survey ID Number: 195705287
 Survey Date : 10/03/2011
 VIN Number : 1J4NT1GB4BD
 Mapping Class : Dealer
 Event Type : Vehicle sale
 CPS Score : 8

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

Customer comment on survey: Terrible experience with the manager whose name is Danny Anderson I believe. I ve been there probably 10 times at least in the last two months because of my Patriot. I had problems with it. The first Patriot had to be a buy back from Chrysler because it was stopping in the middle of traffic. They let me use some leases which were the most disgusting filthy things I ve ever driven in my life. That s what I drove for six weeks. I probably drove four of them. They kept taking them. So I would have to change and it was very inconvenient. In the middle of week I would leave work and go get a different car because they were taking the car from me. This went on from the beginning of August to just three weeks ago. The people at Rick Hendricks dropped the ball twice they admitted it to me that s why it took longer. I was told by the manager that he wasn t going to be speaking to me anymore because he was done. He did everything he could. I had more questions and he refused to talk to me. This is the manager.

Writer spoke to customer who explained lines 10-24 that with this new vehicle he loves it and is very happy with it but still has questions about the replacement vehicle that he was talking to Sandra SL181 on case 21252730 but he lost her number, Writer will look to see if we can find it and will contact customer back to let him know.

Writer contacted customer at [REDACTED] Left message to let him know that we are still looking into this for him.

Writer contacted customer at [REDACTED] Left message explaining that we tried to get the information he requested and unfortunately because that person is in a different department we do not have access to her contact information and apologized for taking so long to get back to him.

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

Customer Assistance Inquiry Record (CAIR)#

21478321

VIN	1J4NT1GA3	BD	Open Date	10/19/2011	Built Date	10/04/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	02/26/2011	Mileage	11,257	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
Dealer Address	11101 NURSERY FIELDS DRIVE					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAINT AUGUSTINE FL				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Power/Engine Control Module - Complete Failure - Default	

CPS Survey Record Received Date: 10/19/2011

Survey Number : BD10340503

Quality Survey ID Number: 196260855

Survey Date : 10/18/2011

VIN Number : 1J4NT1GA3BD

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Service customer pay

CPS Score : 5

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

Customer s comments from the survey:'Right now both of my daughters, when I went in for the servicing. I have to say the gentlemen, I think his name was Murry I think he was excellent. My daughter purchased the Jeep in Jacksonville. she has now moved down Saint Peters. When she s at a light it will just decelerate when she need to accelerate. She has reported to Jacksonville. I brought it in and besides servicing it he did all the updates. He told me if it happens again he said to call him on his number and immediately bring it in. We happen to like Jeep. There s three in our family but both of my daughters are experiencing problems. I don t know because of the update or whatever. The product I happen to like but that is a scary thing. It happened to both of my children. It s not even a year old and the other one is two years old. I m co-owner but they are the ones driving it. The dealerships have been responsive so I can t fault the dealerships'.

****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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer was contacted and customer s mother answered the phone indicating that the customer was not at home. She provided her cell phone number as [REDACTED] 9. She said that the vehicle stall while her daughter is driving and the vehicle had been taken in to the dealer for computer update.

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

2nd attempt made to contact customer. Writer called the customer who said that the vehicle stalled on her while she was driving and took it in to the dealer for further repair. She said that the problem did not reoccur

since the last repair. Customer was informed that her concern will be documented for future reference.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**21494442**

VIN	1J4NT1GA8	BD		Open Date	10/25/2011	Built Date	01/10/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	07/06/2011	Mileage	624	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	44509	RICK HENDRICK DODGE
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Dealer Address	1468 SAVANNAH HIGHWAY		
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Dealer City	CHARLESTON	Dealer State	SC	Dealer Zip	29407
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Owner		Contact Type	LETTER
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Address		CIMS 485-06-73	Home Phone	
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AUBURN HILLS M		Country	UNITED STATES
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Product - Drivability - Unknown - Stalling - Default	Rental reimbursement during replacement process
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CAIR opened to reimburse dealership for rental expense during the down time of the vehicle while it was being repaired and vehicle was replaced through ISG. Direct check made payable to Rick Hendrick Dodge 44509 - 47 days at \$30 per day. djo1
 POSTMARK DATE: 010111; DATE RECEIVED: 110111

Customer Assistance Inquiry Record (CAIR)#**21560247**

VIN	1J4NF1GB6	BD [REDACTED]	Open Date	11/14/2011	Built Date	01/12/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/25/2011	Mileage	16,085	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				
Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE				
Dealer Address	2425 WEST CAMELBACK ROAD					
Dealer City	PHOENIX	Dealer State	AZ	Dealer Zip	85015	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	LOS ANGELES CA	Country	UNITED STATES			

Corporate - Technical Assistance - Default - Default - Default

Technical assistance

Customer has concerns with transmission overheating and with a fuel gauge showing a quarter tank which the engine stalling. Writer performed a test drive of the unit to try and recreate the concerns. Could not recreate the concerns at this time. I have forwarded information to Eric Gierst to work with the fleet on what can be done until the weather changes.

Eric has discussed this concern with the fleet. We are going to continue to work with Engineering and Service operations to find a resolution. Closing cair.

Customer Assistance Inquiry Record (CAIR)#**21567625**

VIN	1J4NF1GB7	BD [REDACTED]	Open Date	11/15/2011	Built Date	04/18/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/23/2011	Mileage	1,856	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				

Dealer	44781	DANBURY DODGE
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Dealer Address	100B FEDERAL ROAD					
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Dealer City	DANBURY	Dealer State	CT	Dealer Zip	06810	
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Owner	[REDACTED]	Contact Type	LETTER
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Address	[REDACTED]	Home Phone	
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DANBURY CT [REDACTED]	Country	UNITED STATES
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Product - Drivability - Unknown - Stalling -
Default

CHK REQUEST FOR RENTAL VEHICLE WHILE VEHICLE DOWN FOR BUY
BACK

Check Request for Rental while vehicle was down waiting for up-dated part flash that did not come as well as time to process buy-back. Customer vehicle stalling and should not be driven. Dealer provided [REDACTED] rental bill # D534919 \$2450
DM to process check request and mail supporting documentation to Chrysler for proper record keeping. md19_
POSTMARK DATE: 111811; DATE RECEIVED: 112111

Customer Assistance Inquiry Record (CAIR)#

21581905

VIN	1J4NT1GA1	BD		Open Date	11/20/2011	Built Date	12/09/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	03/10/2011	Mileage	8,000	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	68646	MYRTLE BEACH CHRY-JEEP INC
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Dealer Address	785 JASON BLVD		
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Dealer City	MYRTLE BEACH	Dealer State	SC	Dealer Zip	29577
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Owner		Contact Type	ROADSIDE
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Address		Home Phone	
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MYRTLE BEACH SC		Country	UNITED STATES
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Product - Electrical - Unknown - Defective - Default	Wiring harness
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-11-20
 Road Side File Created 11-20-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 4030 RIVER OAKS DRIVE
 WORLD TOUR BOULEVARD
 MYRTLE BEACH
 SC USA
 GPS POI - DISTANCE 0.11 MILES TO THE EAST OF JERRI
 DEALER CODE : MYRTLE BEACH CHRY-JEEP INC
 ***** CASE MANAGER TEAM - District Z *****
 Who did you speak with at the dealer and what is their dealer code? The service manager Wes dlr 68646
 Is the vehicle at the dealer now? No
 When did it arrive at the dealer? 11/19
 What is the current mileage? 8864
 If known, what is the reason for the tow? Stalled and brakes
 Have the repairs been completed? yes
 If yes, when were they completed? 11/19
 If no, what is the estimated repair date? N/A
 Are there any parts that need to be ordered? N/A
 If yes, what are the part & order # s? N/A
 Rental provided? No
 If yes, how many days? (either by the dealer or USCAC) No
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 9
 2nd attempt made to contact customer. Left message.
 3rd attempt made to contact customer. Left message.

Customer Assistance Inquiry Record (CAIR)#**21610967**

VIN	1J4NT1GA6	BD	██████	Open Date	11/30/2011	Built Date	01/21/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	07/18/2011	Mileage	6,500	Dealer Zone	51	CHICAGO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Owner	████████████████████	Contact Type	ROADSIDE
Address	████████████████████	Home Phone	██████████
	SAINT PETERS MO ██████	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2011-11-30
Road Side File Created 11-30-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-70 E 1310 VANDIVER DR
EXIT 106
BOONVILLE COLUMBIA
MO USA MO
70 E BF EXIT 106,OIL LIGHT CAME ON - VEH. STALLED
DEALER CODE : 60511 FLETCHER DODGE CHRYSLER JEEP RAM

Customer Assistance Inquiry Record (CAIR)#**21615577**

VIN	1J4NT1GA7	BD	Open Date	12/01/2011	Built Date	11/03/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	11/23/2010	Mileage	10,481	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	26539	CUETER CHRYSLER JEEP DODGE LLC				
Dealer Address	2448 WASHTENAW AVE					
Dealer City	YPSILANTI	Dealer State	MI	Dealer Zip	48197	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	CANTON MI			Country	UNITED STATES	

Product - Electrical - Ignition System - Intermittent or Inoperative - Default	no start
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2011-12-01
Road Side File Created 12-01-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2323 LAKE SHORE BOULEVARD 2448 WASHTENAW AVE
WOODVIEW DRIVE
YPSILANTI, TOWNSHIP OF YPSILANTI
MI USA MI
VEH IS BLACK////,APT 618/// SP TELL SECURITY THAT
DEALER CODE : 26539 CUETER CHRYSLER JEEP DODGE LLC
***** CASE MANAGER TEAM - District Z *****
DEALER CONTACT Dealer 26539; 734-434-2424
Service Manager (SM), Rich Baer
Call went to voice mail, redirected call back to operator and asked for
the service department.
Esther Chapman, Service Advisor (SA)
Who did you speak with at the dealer and what is their dealer code? SA
Esther, dealer 26539.
Is the vehicle at the dealer now? yes
When did it arrive at the dealer? 11/30/2011
What is the current mileage? 10481
If known, what is the reason for the tow? vehicle starts and stop.
Have the repairs been completed? vehicle key chain had a card (magnetic
strip) that was causing interference to the vehicle security alarm going
on and off and causing it not start.
If yes, when were they completed? 11/30/2011
If no, what is the estimated repair date? N/A
Are there any parts that need to be ordered? N/A
If yes, what are the part & order # s? N/A
Rental provided? No
If yes, how many days? N/A
SA gave a phone number for the customer as
1st attempt to contact customer at
Customer states that she was told that the her security card is on a code
that affected the vehicle system, which she can t believe as she has had
this card for her apartment since buying the vehicle and never had a
problem, until the coldest day so far. Customer went on to say that she
bought her vehicle at Dick Scott Dodge, (dealer 42835) and every time she
has to take it in she gets mediocre assistance in the service department.
Customer gave several examples: she does not get greeted and or told
where to park her car and she has to look for someone to help her.

Dealer 42835 sold her a 3rd party warranty and had never explained anything about this.

Customer states in all honesty she is not sure if she will ever buy another Jeep due to her experiences with this dealer.

Customer states that Cueter, dealer 26539 treated her better, even though the vehicle started once the tow truck got it there, when it did not start for her or the tow truck driver. The service department insisted on keeping the vehicle until they could determine the problem. The problem was resolved.

Customer was informed that the complaints will be documented so they are on file.

Customer understands that this case is being closed and has no further questions or concerns.

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

Customer Assistance Inquiry Record (CAIR)#

21619693

VIN	1J4NT1GA0	BD		Open Date	12/01/2011	Built Date	07/23/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	08/15/2011	Mileage	6,265	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	49967	CHAMPION CJD/WHEELS INC					
Dealer Address	P O BOX 769						
Dealer City	ZION	Dealer State	IL	Dealer Zip	60099		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	DES PLAINES IL	Country	UNITED STATES				

Dealer - By-Pass - Default - Default - Default	Vehicle stalled
Product - Unknown - Unknown - Accident - Default	Vehicle stalled
Product - Unknown - Unknown - Stalling - Default	Vehicle stalled
Corporate - Product Information - Default - Default - Default	Vehicle was in an accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle stalled and it caused an accident.

Briefly summarize what the customer is expecting: Customer states he received a ticket/fine as he was at fault. Customer states he received a \$200 ticket. Customer states he can be fired from his employer for this as this is a work vehicle. Customer states this vehicle has had nothing but problems since purchase. He does not feel safe driving this vehicle.

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

Alternate: [REDACTED] - cell phone

2. What happened? Customer states he rear ended a vehicle in front of him when his vehicle stalled and shut everything off. Customer states brakes would not work.

3. What is the current location of the vehicle? Caller states it is at his home. Vehicle is drivable.

Reassigning to: Special Investigations/88S
666 GARLAND PL ,
DES PLAINES , IL- 60016-4725,
UNITED STATES

Per OGC Matrix, reassigned to 82T.

12/2/11 ASSIGNED TO TNT16. PAG

CAIR NUMBER 21619693 REQUEST EAA INSPECTION 12-02-2011 14:16

CAIR NUMBER 21619693 E-MAIL SENT TO EAA 12-02-2011 14:16

CCRG Open Date: 12/02/2011 07:43:21

Letter Sent: Acknowledgement 12/05/2011 10:11:30

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/09/11 AT 14:36:59 21619693

Letter Sent: Denial 12/12/2011

Customer Assistance Inquiry Record (CAIR)#**21648304**

VIN	1J4NT4GB9	BD	Open Date	12/11/2011	Built Date	03/23/2011
Model Year	2011	Body	MKTH74	JEEP PATRIOT LATITUDE X FWD SPORT UTILITY		
In Service Dt	07/11/2011	Mileage	1,500	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PUK	BRONZE STAR PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	26349	GOSSETT MOTOR CARS INC				
Dealer Address	1901 COVINGTON PIKE					
Dealer City	MEMPHIS	Dealer State	TN	Dealer Zip	38128	
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MILLINGTON TN	[REDACTED]		Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2011-12-11
 Road Side File Created 12-11-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]
 MILLINGTON MEMPHIS
 TN USA TN
 MARY BOOSE IS CUST. AT A RESIDENCE, START/STALL IS
 DEALER CODE : 26349 GOSSETT MOTOR CARS INC

Customer Assistance Inquiry Record (CAIR)#**21712232**

VIN	1J4NF4GB4	BD		Open Date	12/29/2011	Built Date	02/14/2011
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY			
In Service Dt	03/21/2011	Mileage	17,000	Dealer Zone	35	WASHINGTON	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	68750	VANN DODGE-CHRY-JEEP					
Dealer Address	899 SOUTH DELSEA DR						
Dealer City	VINELAND	Dealer State	NJ	Dealer Zip	08360		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	VINELAND NJ	Country	UNITED STATES				

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Stalling repair assistance request
Product - Drivability - Unknown - Stalling - Default	Stalling while driving

Briefly summarize why the customer is contacting Chrysler:
The caller stated that he was having a problem with the vehicle stalling while driving in the middle of the road. The caller stated that the vehicle would loose all power. The caller stated that it has happened about 4 or 5 times. The caller stated that the dealership could not find any codes on the system and could not resolve the issue. The caller stated that the dealership has attempted to repair the issue 4 times already.

Briefly summarize what the customer is expecting:
The caller was expecting assistance resolving the issue.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 536
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number is [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? VANN DODGE-CHRY-JEEP - 68750
Reassigned to 88F
Status update provided via email to the following email address:

Dear [REDACTED],
Case# 21712232 VIN#1J4NF4GB4 [REDACTED]
My name is Anthony and I have been assigned as you 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 number is 855-525-5085

My direct extension is: 4720264

My work hours are: 9am to 6 pm Eastern Time

Mon thru Fri.

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

Anthony, Case Manager

End of Status Update

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

Spoke with Steven. The caller stated that he was having a problem with the vehicle stalling while driving in the middle of the road. The caller stated that the vehicle would loose all power. The caller stated that it has happened about 4 or 5 times. The caller stated that the dealership could not find any codes on the system and could not resolve the issue.

The caller stated that the dealership has attempted to repair the issue 4 times already. He has received his vehicle already, but he does not feel confident in driving the vehicle. And his wife is 8 months pregnant, and she drives the vehicle, he does not want the vehicle to cause harm to his wife. The dealer has offered to negotiate a possible vehicle replacement.

WRITER informs the customer that the dealer has contact the STAR department about the issue and the STAR has informed the dealer that cause was lost of communication with the vehicle and computer. Customer wanted to know who the STAR is. WRITER informs customer that STAR are the engineers who help designed the vehicle and can find a cause of the vehicle s issues. Customer states that he will speak with the VANN DJC in

the manner of replacement, or buyback. WRITER advised the customer to speak with the dealer and they will make to proper contacts in regards to his vehicle s issues and possible Lemon Law. Customer states that he will follow the Lemon Law process, just to cover all avenues. WRITER informs the customer that his case will be closed at this time. Customer thanks WRITE Rand ends call.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer called and wanted the Customer service address

Customer Assistance Inquiry Record (CAIR)#**21740970**

VIN	1C4NJPBA6	CD [REDACTED]	Open Date	01/06/2012	Built Date	11/17/2011
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	11/30/2011	Mileage	1,000	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				

Dealer	59022	AMERICA C-D-J					
Dealer Address	9 POST ROAD						
Dealer City	WESTERLY			Dealer State	RI	Dealer Zip	02891

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	WAKEFIELD RI [REDACTED]	Country	UNITED STATES

Corporate - Service/Owner Manuals - Default - Default - Default	Customer seeking owners manual for new purchase
Product - Drivability - Unknown - Stalling - Default	Vehicle stalling at stop signs on occasion

****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 seeking owners manual for new purchase. When agent was speaking with customer he happened to mention that the vehicle would stall the odd time at stop signs. Customer currently did not seem to concerned regarding this issue. Agent advised customer that if there continues to be an issue to call Jeep Customer Assistance. Customer did states that he is working with his dealership.
Briefly summarize what the customer is expecting: Customer expecting owners manual.

Customer Assistance Inquiry Record (CAIR)#**21832847**

VIN	1C4NJPBA0	CD	Open Date	01/31/2012	Built Date	10/31/2011
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	12/17/2011	Mileage	1,121	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	SAN JACINTO CA	Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default

013112 Per previous CAIR, dom agreed to reimburse customer a 1 month car payment in the interest of customer satisfaction. Note, previous _ CAIR also documents the CSC that was offered and processed. Since that CAIR has been closed, this cair is being generated to reimburse customer the 1 month car payment of \$379.15. Robert Monroe, sm, states to have _ check sent to dealership to his attention, in order for him to properly give to the customer as agreed to. t17
Check will be sent to Hemet CDJ to the service manager, Robert Monroe s attention.
to be given to customer.

Customer Assistance Inquiry Record (CAIR)#**21845960**

VIN	1J4NF1GB8	BD		Open Date	02/04/2012	Built Date	03/28/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	05/19/2011	Mileage	12,899	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION					

Dealer	24028	AUTOPARK CHRYSLER JEEP					
Dealer Address	400 AUTO PARK BLVD						
Dealer City	CARY	Dealer State	NC	Dealer Zip	27511		

Owner		Contact Type	E-MAIL				
Address		Home Phone					
	HOLLY SPRINGS NC	Country	UNITED STATES				

Product - Clutch - Unknown - Defective - Default	Customer seeking assistance with clutch.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance.
Corporate - Reimbursement - Default - Default - Default	issuing a check

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

I purchased a new 4wd 2.4L Jeep Patriot Sport in July 2011 and it already has been in the garage twice - first time for a new radio; second time and still in the garage now following a total failure of clutch while driving.

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

I sent this email to the Jeep Dealer Jan 3 and have not not got an answer. I

have a new 4wd 2.4L Jeep Patriot Sport Package with manual transmission, Freedom Drive I and 17 inch tires. So the repair shop tells me that my clutch is worn out as I am getting clutch slippage in second gear. I am the

original owner on the car and I was in the process of buying the bumper to

bumper lifetime warranty from Jeep planning to keep my Patriot around for a

long time. I only have 12,800 miles on the car and I do not ride the clutch

and this is not my first manual vehicle. All our other cars that we own continue to go for their entire life without a clutch change. So it's not our driving technique. The dealer's repair shop estimate is that it will cost me around \$1300.00. The problem with the warranty and the clutch is that the clutch is a 'consumable' part, which has to be replaced from

time to time, but not after only 12000 miles. Sounds as though the clutches can't

handle a bit of abuse. On the way to my home I come up a small sand dune and was revving in first gear, noticed a bit of a smell from the box.

From the first moment I drove the car from the lot it would frequently stall in

second. I thought the clutch was just tight and would loosen after being driven. That's when I noticed also that the clutch does not smell bad only

when riding on it, but also when driving on high revs in low gears, without using the clutch at all..... I asked your repair shop manager if it

was ok to drive in first gear for short periods of time and he said it was

no problem. The brochures advertise recognized proven off-road capability

through severe all-weather conditions like deeper snow, mud and sand. I

also asked your sales manager and salesman if the car would be able to handle occasional driving on sand. I have no use for it if it isn't able to go off-road. Mostly I do a short commute to work from my house in the city of Cary so most journeys are short and the remainder of the mileage is from straight highway driving from Raleigh to the beach house. I would have bought a 2011 Wrangler except for high gas mileage and everyone at Leith assured me the Patriot can handle my 300 ft sand driveway. From some of the forums I am reading the clutch on the Patriots can fail regardless of your driving habits. Can you please look into if Jeep's manufacturer warranty protects my Patriot from these problems ... (wonder when anyone would release a heavy duty clutch for the patriot). I hope my clutch will be changed under warranty! ?????????????????????? [REDACTED]

*****END OF CUSTOMER EMAIL*****
Dear [REDACTED]:
Thank you for contacting the Jeep Customer Assistance Center in regards to 2011 JEEP PATRIOT.

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 Kristen 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: [REDACTED]
 - *The Chrysler Case Management telephone number is 877-759-5427
 - *My direct extension: 4718007
 - *My work hours are: 10:00 am till 6:30pm Eastern Time, Monday- Friday
- 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 1-877-IAM-JEEP (426-5337). 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.
Thanks again for your email.

Sincerely,
Kristen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Agent contacted customer to get more information about that the issue is. customer stated that she had brought the vehicle into the dealership had the clutch repaired for round \$1200 and that she will be picking up the vehicle monday or tuesday. Agent advised the customer to contact the agent when she has picked up the vehicle so agent can send her a documentation request.

Thanks for your quick reply and phone call. I will wait for your e-mail and forward you the documents you requested. Angi
*****END OF CUSTOMER EMAIL*****

Dear [REDACTED]:
Thank you for contacting the Jeep Customer Assistance Center in regards to 2011 JEEP PATRIOT.

We are pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions.

Thanks again for your email.
Sincerely,
Kristen

Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

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

Customer called stated that she has picked up the car and will be filling out the edoc link.

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

Agent spoke with the service manager Terry about the mutual customers repair. Service manager stated that the clutch disk was damaged really badly and is not covered under any warranty. Agent asked the service manager if and how much should Chrysler cover for the customer? The service manager stated that only 25% of the repair should be covered since the customer knew what she had done to the vehicle.

Has customer had previous history with current issue? N

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

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

Was this vehicle purchased new by this customer? Y

Customer has a history of purchasing Chrysler vehicles? N

If yes, number in household?

Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? Y

Warranty coverage code? 536

Ownership status? original

Basic warranty component? Y

Powertrain warranty component? N

Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? Y

Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? N

Customer has submitted request for goodwill, for repair to the clutch kit, plate and clutch fly wheel, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.

Customer s proof of payment is: Cash

Date of Repair: 03/02/2012

In-Service Date: 05/19/2011

Original Owner: Yes

Mileage: 12895

Loyalty: No

0 NEW

0 USED

Multiple Repairs: No

Authorized Chrysler Dealership: 24028

Dealer Opinion: Customer should be assisted with the repair costs since they are a loyal customer to local dealership

Service Contract/Warranty: Lifetime Unlimited Mileage Maximum Care Service Contract

Out-of-Pocket: \$1278.84

Labor \$ 968.00

Parts \$ 361.52

Misc. \$ 0.00

Tax \$ 24.40

Writer is submitting check for approval in the amount of \$ 361.52.

Over limit; Check has been submitted. Reassigned to 86K In-Basket.

-- Please contact the customer to advise we are sending out a check for this amount. Also, be sure to add the reimbursement reason code when issuing a check. Send back to NS748 once completed

Agent contacted customer at [REDACTED] letting them know that they will receive the check in 2-3 weeks and if they do not have it in 30 days then to contact Chrysler.

APPROVED

Customer Assistance Inquiry Record (CAIR)#**21853953**

VIN	1C4NJPBA5	CD	Open Date	02/07/2012	Built Date	09/27/2011	
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/17/2011	Mileage	432	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Dealer	26633	FERMAN JECF OF NEW PORT RICHEY					
Dealer Address	3939 US HWY 19						
Dealer City	NEW PORT RICHEY			Dealer State	FL	Dealer Zip	34652
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	NEW PORT RICHEY FL					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-02-07

Road Side File Created 02-07-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

GRAND BOULEVARD 3939 US HWY 19

TULIP DRIVE

NEW PORT RICHEY NEW PORT RICHEY

FL USA FL

WHITE// LIGHT CAME ON THEN STALLED OUT/ DAVID ROBE

DEALER CODE : 26633 FERMAN JECF OF NEW PORT RICHEY

Customer Assistance Inquiry Record (CAIR)#**21878302**

VIN	1J4NF1GB0	BD	Open Date	02/14/2012	Built Date	08/03/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	08/26/2011	Mileage	6,000	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	43401	LUCAS-SMITH DODGE				
Dealer Address	1600 PARKWAY WEST					
Dealer City	FESTUS	Dealer State	MO	Dealer Zip	63028	

Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	WEST PLAINS MO	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-02-14
Road Side File Created 02-14-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3055 SAND DOLLAR COURT 1600 PARKWAY WEST
SAND CASTLE DRIVE
PEVELY FESTUS
MO USA MO
VEH STALLING AND MALFUNCTION LIGHT ON// COLOR-GREY
DEALER CODE : 43401 LUCAS-SMITH CHRYSLER CENTERE

Customer Assistance Inquiry Record (CAIR)#**21917587**

VIN	1C4NJRFB4	CD [REDACTED]	Open Date	02/23/2012	Built Date	10/25/2011	
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/26/2011	Mileage	1,500	Dealer Zone	71	LOS ANGELES	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PRP						
Engine	ED3						
Transmission	DHD						
Dealer	26553	MICHAEL STEAD'S WALNUT CREEK CHRYS	LER JEEP DODGE				
Dealer Address	2404 N MAIN ST						
Dealer City	WALNUT CREEK			Dealer State	CA	Dealer Zip	94596
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	SAN RAMON CA [REDACTED]				Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - IQS - Customer Contact Complete

2012 JEEP PATRIOT LATITUDE

First Attempt:

JD Power Outbound. Agent contacted the customer regarding their new vehicle. Spoke to wife, Michelle. Customer stated that when the steering wheel is on full lock the car has stalled on two separate occasions. Agent offered to contact dealership to get that looked into, customer declined and stated they would have it looked at when they went in for oil change. Customer has no questions or concerns at this time. Customer is very happy with this vehicle. Agent provided the customer assistance phone number for any future questions or concerns. Customer confirmed mailing address and agent updated COIN.

End

Customer Assistance Inquiry Record (CAIR)#**21936316**

VIN	1J4NF1GBX	BD	Open Date	02/29/2012	Built Date	04/20/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/19/2011	Mileage	9,980	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44509	RICK HENDRICK DODGE				
Dealer Address	1468 SAVANNAH HIGHWAY					
Dealer City	CHARLESTON	Dealer State	SC	Dealer Zip	29407	

Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	SULLIVANS ISLAND SC	Country	UNITED STATES			

Product - Electrical - Unknown - Other - Default	Stalling/ hesitation
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-02-29
Road Side File Created 02-29-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
MEETING ST ROAD 1468 SAVANNAH HIGHWAY
CUNNINGTON AVENUE
CHARLESTON CHARLESTON
SC USA SC
VEH WON T GO OVER 25 MILES PER HOUR//
DEALER CODE : 44509 RICK HENDRICK DODGE CHRYSLER JEEP
***** CASE MANAGER TEAM - District Z *****
DEALER CONTACT: writer contacted RICK HENDRICK DODGE CHRYSLER JEEP,
requested for their SM Mark Hardgrave.
Who did you speak with at the dealer and what is their dealer code? 44509
SA Frank
Is the vehicle at the dealer now? No
When did it arrive at the dealer? 2/28/12
What is the current mileage? 9980
If known, what is the reason for the tow? Engine staling/ flash
PCM/TCM/Cleared codes
Have the repairs been completed? Yes
If yes, when were they completed? 2/29/12
If no, what is the estimated repair date? N/A
Are there any parts that need to be ordered? No
If yes, what are the part & order # s? N/A
Rental provided? No
If yes, how many days? (either by the dealer or USCAC) 0
Customer contact # [REDACTED]
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED]. Spoke to customer, confirmed repairs. Provided brand contact
number
(800- Chrysler)& requested customer to call us back if further assistance
is needed. Customer appreciated.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**21941368**

VIN	1J4NT1GA3	BD	Open Date	03/01/2012	Built Date	04/06/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	04/27/2011	Mileage	30,751	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44781	DANBURY DODGE
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Dealer Address	100B FEDERAL ROAD					
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Dealer City	DANBURY	Dealer State	CT	Dealer Zip	06810	
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Owner		Contact Type	ROADSIDE
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Address		Home Phone	
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	NEW FAIRFIELD CT	Country	UNITED STATES
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Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2012-03-01
Road Side File Created 03-01-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
25 STATE ROUTE 39 100B FEDERAL ROAD

NEW FAIRFIELD DANBURY
CT USA CT
STOP AND SHOP STORE,STALL OUT
DEALER CODE : 44781 DANBURY CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#**21952261**

VIN	1J4NF1GB5	BD	Open Date	03/04/2012	Built Date	06/29/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	10/22/2011	Mileage	100	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44530	DIEHL CHRYSLER JEEP DODGE
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Dealer Address	258 PITTSBURGH RD					
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Dealer City	BUTLER	Dealer State	PA	Dealer Zip	16002	
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Owner		Contact Type	TELEPHONE			
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Address		Home Phone				
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	SEWICKLEY PA	Country	UNITED STATES			
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Product - Fuel System - Fuel Tank - Other - Default	Customer ran out of fuel.
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Corporate - Roadside Services - Warranty - Gas - Default	Customer ran out of gas in their jeep.
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Briefly summarize why the customer is contacting Chrysler: Customer called seeking roadside assistance as they ran out of Gas while driving the vehicle. Customer is driving a silver jeep and they are currently located on Route 70 near briefwood, PA exit 151.

Briefly summarize what the customer is expecting: Agent warm transferred the caller to roadside assistance for further help. 1-800-521-2779.

Customer Assistance Inquiry Record (CAIR)#

21957433

VIN	1J4NT1GA1	BD	Open Date	03/05/2012	Built Date	12/10/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	03/27/2011	Mileage	8,122	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45290	OLATHE DODGE				
Dealer Address	15500 W 117TH ST					
Dealer City	OLATHE	Dealer State	KS	Dealer Zip	66062	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	LENEXA KS	Country	UNITED STATES			

Corporate - Lemon Law - Default - Default - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	
Product - Brakes - Unknown - Defective - Unknown	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 03/05/2012

Survey Number : BD10769404

Quality Survey ID Number: 203726986

Survey Date : 03/01/2012

VIN Number : 1J4NT1GA1BD

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Warranty Visit

CPS Score : 5

Survey Comments:

It s about the fifth time I ve had it in there. I don t know. It depends on how it acts from now on. It s been about five times already, and it s a brand new vehicle. The reason I bought it was because it s a new vehicle. My other car was getting a lot of miles on it. This one here keeps having stuff go wrong with it.

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, customer states that they bought it less than a year ago, customer states that it has been in the shop about 6 times. Customer states that there were brake problems and left his wife stranded twice. Customer states that the heater was not working, customer states that they replaced a computer chip last week. Customer states that his vehicle may be a lemon. Agent apologized for all of the repairs. Agent gave CAC number and told customer they can call in if they have another problem or if they want to look into lemon law. Agent verified customer s address.

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

Briefly summarize why the customer is contacting Chrysler: Customer states she has had numerous issues with the vehicle not starting. Customer states this happened before there were even 200 miles on the vehicle. Customer states she has also been without a vehicle due to part delays. Customer states vehicle has also stalled. Customer has also had problems with the heater blowing cold air. Customer states odometer has reset itself as well.

Briefly summarize what the customer is expecting: replacement vehicle. 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

Who has possession of the vehicle? Owner.

Reassigned to 88L

Mary Beatty (wife) is caller.

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

CONTACT UPDATE - [REDACTED] Writer called customer and informed them we are still doing research on this case and we will follow up with them tomorrow. Customer agrees.

Follow up 03/09/2012.

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

Number of related repair attempts = 1 GPEC, 1 Wiring harness, 1 Control Assembly.

Number of days out of service = 10.

Writer called customer to inform them of the above information.

Writer informed customer that Jeep does not want his vehicle repaired and we will escalate his case to seek resolution. Writer called dealership and informed SM Brent 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.

DEALERSHIP CONTACT:

Agent attempted to contact dealer Service Manager (SM), Brent, however, SM not available. Left message for a return call at extension 66157

SM, Brent, reported customer has not reported a no-start issue to dealership. SM asked for customer to contact dealership.

CUSTOMER CONTACT: at [REDACTED] Customer reported that she does not have an issue with no-start. Customer is not having issues with the vehicle at this time. Customer reported that she has had several issues with the vehicle since customer. Writer advised that it did not qualify for LL and writer can understand the frustration. Writer offered EC24N service contract for customer's inconvenience. Writer advised will close case but if customer has problems in the future to contact again.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer stated last time at dealership they did not offer her a loaner vehicle. Writer advised if she has problems in the future to contact us and we could look into possible rental assistance.

Customer called and stated that she has not received a certificate number for the free oil changes offered to her on lines 75-76. Customer was quite upset and stated that she would be writing a letter to the CEO.

Customer [REDACTED] would like to be contacted when the certificate has been issued for two years of free oil changes.

Reopened-Re-escalated for CAIR manager action. Customer would like their free oil changes issues as offered in lines 75-76.

CUSTOMER CONTACT: Customer alleges she is due for an oil change and wants to know when she will receive the certificate in the mail. Writer advised that it is showing in the system and will contact dealership to assure that it is showing in their system.

DEALERSHIP CONTACT: SM, Brent, confirmed that the service contract shows in the system.

CUSTOMER CONTACT: Writer advised customer that had contacted dealership to assure the service contract is in the system. Writer advised case will be closed.

Customer Assistance Inquiry Record (CAIR)#

22024130

VIN	1C4NJPBA0	CD	Open Date	03/21/2012	Built Date	11/04/2011
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	11/17/2011	Mileage	5,600	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ECN 2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DD7 5-SPEED MANUAL T355 TRANSMISSION					

Dealer	44037	SAWYER MOTORS				
Dealer Address	ULSTER AVENUE					
Dealer City	SAUGERTIES	Dealer State	NY	Dealer Zip	12477	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	ALBANY NY	Country	UNITED STATES			

Product - Engine - Unknown - Other - Default	Engine stalling and loss of power concerns
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated
Product - Electrical - Unknown - Other - Default	starting concerns
Corporate - CNA Change - Default - Default - Default	system update
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states since having the vehicle the vehicle has been giving problems. Customer states since December 2011 when trying to start the vehicle it has been difficult to start where the gnition will keep turning over and will not start the first try. Customer states if it doesn't start during the previous application, then she will let the vehicle sit for 10 minutes try to start again and it may start. Customer states she contacted the dealer and was advised to bring the vehicle in and the vehicle is there now. Customer states the vehicle has been taken back for the same problem 4 times and the dealer has not been able to correct the problem. Customer states she has to travel 1.5 hour one way to get to the dealer and the dealer has been diagnosing the vehicle now for the past 2 days and now driving a rental.

Briefly summarize what the customer is expecting: Customer expecting Chrysler Jeep to provide a different vehicle because she does not want this present vehicle and the problems that go along with it.

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? SAWYER MOTORS

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

Reassigned to 88L

Status update provided via email to the following email address:

[REDACTED]

Dear Customer:

Case #: 22024130 VIN: 1C4NJPBA0 [REDACTED]

2012 JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR

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: 22024130

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 at this time, Customer has no warranty repairs.

Number of related repair attempts = 0.

Number of days out of service = 0.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called customer to inform them of the above information.

Customer is stating that she has been to the dealership several times and stranded several times as well. Writer informed customer that Jeep does want her vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM AI customer requested Lemon Law and the vehicle did not appear to meet the guidelines. SM AI is stating they have had the vehicle a week and have never been able to duplicate customer's concern. SM AI is stating the customer states vehicle will not go over fifty miles an hour. AI is stating he test drove the vehicle and if you shift it correctly vehicle operates perfect. Writer thanked SM AI for the feedback.

Writer is sending case to 88D for further handling.

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

*****Rachel Wade with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request they contact Rachel Wade at 888-542-7239, extension 537. Thank you.*****

03/23/12 RW584 Spoke with AI, SM at Sawyer Motors, who informed that owner picked up her vehicle last night after they were unable to duplicate any of her concerns. AI stated that they test drove the vehicle over 80 miles, and had owner do a ride-a-long and never duplicated problems. They found no codes or no indication that vehicle required repair. AI informed that owner stated that the problems are intermittent. This is the second time the vehicle has been at their dealership for these concerns, however the first time the vehicle was brought in they placed owner in a loaner vehicle and she drove it for a short while and then returned to the dealership and asked for her vehicle back because she was not happy with the loaner, so there was nothing done to the vehicle during that first visit. This past time they placed owner in one of their used vehicles off of the lot. AI informed that owner did bring the vehicle to a different dealership for this problem but they too were not able to duplicate the problems. AI stated that customer contacted their sales manager and asked that they replace the vehicle, and sales manager told customer that they would like to try to repair since they were not able to duplicate/repair the problems customer told sales manager that she was just going to file lemon law.

03/23/12 RW584 Contacted owner who informed that she is frustrated that neither Sawyer Motors or Goldstein Chrysler dealership have been able to duplicate any of her concerns. Owner stated that the problems are that usually once a day every day the vehicle will not start automatically, and will take several tries or time waiting to start up, and that on three different occasions while driving (twice while in cruise control) the vehicle felt like it lost power and speed. Owner stated that between the two dealerships they have put about 400 miles on her vehicle attempting to duplicate the problems with no luck, and at this point she does not know what to do. Owner stated that she is worried about getting stranded. I asked if she may know why the vehicle does not start on her 'every day' but the dealerships never had this problem in all the time they had the vehicle. Owner stated it may be because she parks on a hill and has her parking brake up and before starting she drops the clutch and brake and that's when the issue occurs. Owner stated that she described this to the dealership though, and they started it

treated her very disrespectfully- calling her 'honey' and telling her to 'chill out'. Owner stated that she does not want to take her vehicle to that dealership again. I advised that I do understand how frustrating this situation is, however if the dealerships have not been able to duplicate the problems they cannot make a repair. Owner asked where to go from here. I advised that I would contact Goldstein Motors to get more information and see if we have any other options at this point. Advised that I would follow up with customer next Tuesday, March 27th. Provided my contact information.

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

3/28/2012 10:55:21 AM: User Comment by Rachel Wade: Spoke with Ed, SM at Goldstein Chrysler, who informed that his dealership has test driven this vehicle about 200-300 miles and was never able to duplicate any of owner's concerns. I asked if the dealership had a data recorder available, and Ed stated that they do, however he would like customer to come into the dealership and personally do a ride-a-long to point out the problems. I advised that owner has reported that she parks on a hill and this is when she has problems with the vehicle cranking. Ed stated that they have a large hill right behind the dealership and would like owner to demonstrate how she starts her vehicle. I advised that I would contact owner to suggest this. Ed advised that owner was at the dealership yesterday looking into trading out of her vehicle.

3/28/2012 11:04:09 AM: User Comment by Rachel Wade: Spoke with owner who informed that this past Saturday her vehicle died in the parking lot of her gym, so she took it into the dealership on Monday and was told that they could not find anything wrong with it, and still cannot duplicate any of her problems. I advised that I did discuss concerns with the service manager, and we would like owner to do a ride-a-long and demonstrate how she starts vehicle on the hill to help determine what is causing the long crank time and drivability problems. Owner was very cooperative and willing to do this, and wanted to know if it was possibly something that she is doing wrong. Owner stated that she would be able to get to the dealership at 5:30 on Monday 4/2, or on Saturday 3/31. I advised that I would check with the service manager to see if he would be available at either of these times.

Owner also mentioned that she did ask the sales department at Goldstein about trading out of her vehicle, but it would cost her about \$5,000 that she does not have.

3/28/2012 12:05:48 PM: User Comment by Rachel Wade: Attempted to contact Ed, SM at Goldstein Chrysler and received voice mail. Left voice mail message advising that customer does want to do the ride-a-long, but will only be able to come to dealership on Saturday or Monday after 5:30, therefore I would like to see if a technician could do the ride-a-long. Provided my contact information and requested Ed call back to confirm.

3/28/2012 2:33:47 PM: User Comment by Rachel Wade: Spoke with Ed, SM at Goldstein Chrysler, who informed that he would stay late on Monday to meet with customer, but requested that customer touch base with him sometime Monday during the day to confirm that she will be coming.

3/28/2012 2:36:41 PM: User Comment by Rachel Wade: Spoke with customer to make aware that SM Ed will meet with customer on Monday at 5:30 for ride-a-long and test starting. Asked that customer contact Ed during the day on Monday to touch base. Owner appreciated the assistance. Advised that I would follow up with owner on Tuesday 4/3 to review.

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

4/3/2012 5:01:10 PM: User Comment by Rachel Wade: Attempted to contact Ed, SM at Goldstein Chrysler, for results of ride-a-long. Spoke with SA who informed that Ed had already left for the day.

4/3/2012 5:05:42 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 a call back to confirm that she did meet with SM Ed yesterday for ride-a-long and, if so, discuss results. Will make second attempt to contact both owner and SM Ed tomorrow 4/4.

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

4/5/2012 3:59:21 PM: User Comment by Rachel Wade: Contacted customer who informed that she 'never heard back from Ed' so she never took the vehicle to the dealership for a ride-a-long, and instead decided to trade out of her vehicle. Owner stated that she was just tired of her vehicle,

trading into a Chrysler product and customer stated no. I apologized for not being able to come to a more agreeable resolution, and stated that we do want her to stay the Chrysler family. Customer thanked me for my assistance.

Customer Assistance Inquiry Record (CAIR)#

22049577

VIN	1C4NJRBB1	CD [REDACTED]	Open Date	03/27/2012	Built Date	12/13/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/05/2012	Mileage	4,227	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	59123	SCHRAM CHRYSLER DODGE INC				
Dealer Address	3100 ANDERSON RD					
Dealer City	MANHATTAN	Dealer State	KS	Dealer Zip	66502	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	FT RILEY KS [REDACTED]	Country	UNITED STATES

Product - Engine - Unknown - Other - Default	Customer states the engine shut down
Corporate - E-Reimbursement - Default - Default - Default	Customer unhappy stalling stop issues could not be duplicated
Corporate - Roadside Services - Warranty - Towing - Default	customer had vehicle towed
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Mr. [REDACTED] called to inquire about getting some help from Jeep in getting his vehicle diagnosed and repaired. The customer that while driving the acceleration started to slow down and the gas pedal did nothing to compensate for it. The customer stated that the vehicle slowed down and eventually stopped, when he tried to restart the vehicle the engine would attempt to crank but nothing happened and then the warning light came on (which did not come on before). The customer stated that the Schram dealership did not find anything wrong with the vehicle once it was towed in as it started up normally for them and they want him to take the vehicle back. The customer stated that he does not feel safe in the vehicle because of what happened and feels that this could happen again in the middle of the highway. The customer is in the military and is worried that the vehicle will break down again while he is away and leave his family stranded to is asking for help from Jeep to fix this problem. The agent escalated the case to a CM for assistance.

Briefly summarize what the customer is expecting: The customer is expecting help from Jeep.

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] or [REDACTED]

Customer email address for case updates: declined

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 59123

Reassigned to 88F

Customer called to find out what is going on with his case.

Agent advised customer that his case has been assigned to a CM and he should hear from the CM by CON today.

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

DEALERSHIP CONTACT: Writer contacted Eddie at 59123, vehicle was towed to dealership over the weekend, on Monday morning dealership took vehicle on test drive in the past 3 days dealership has done over 115 miles and has done a 40 mile trip back and forth and has not been able to duplicate as well as contacting STAR to find out if issues are known. No information is available regarding issues with the concern customer is having. Dealership will test drive again today and make attempts but until diagnosis can duplicate the problem no options on repair are

possible no codes. Eddie will call back customer by days end for update.
AREA MANAGER CONTACT: Writer contacted Tim for assistance in concerns customer is having with vehicle, Tim requested information sent via email and will contact Tech support for assistance to dealership. Writer will contact customer after information is received from AM.
AREA MANAGER CONTACT: Writer received voice message from Tim Eastin advising that Service Manager was contacted and tech support. Vehicle has stored no codes and after over 100 miles dealership can not duplicate issues. offer to reimburse for the tow. AM has been advised of customers threats of legal involvement.

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

██████████ on 2012-03-28 @ 14:13

CONTACT UPDATE - 1st Contact attempt, phone number dialed, ██████████. Customer is admit that vehicle is not wanted and customer does not feel safe in vehicle and customer is asking for triad into same vehicle but does not feel it is safe or fair to be expected to be making payments on a vehicle that can possible leave customer stranded. Customer is requesting triad for same vehicle. Writer requested customer send in documents to reimburse for the tow. Writer advised that writer will keep in contact with customer throughout this process and customer should receive call from SM Eddie today regarding what to do next.

CUSTOMER CONTACT: Customer has not heard back from dealership and was checking on vehicle customer has not heard back from dealership. Writer advised once writer has more information writer will contact customer.

DEALERSHIP CONTACT: Writer contacted Eddie for a update on case, Eddie just came back from a 45 mile drive and was not able to get vehicle to duplicate issue. Eddie will call back customer and advise that vehicle can be picked up, no further assistance is available since no codes were stored. Writer will follow up with customer.

Customer called for her case manager, but she wasn t available. The customer requested a callback as soon as possible at ██████████.

Writer contacted customer and it was the wife that called in and writer stated lines 65-69 and have empathy with the customer regarding the safety concern she feels it has, writer explained to customer that we have tried all avenues and at this time the vehicle is running correctly and the dlr can t find any problems.

Customer is not accepting this as an answer and feels this is an safety issue and wants it traded in, writer informed customer that sorry she feels this way but the only way to trade in is through the dlr. customer states she isn t getting anywhere from this phone call and says goodbye. Customer calls to speak with their Case Manager.

agent transferred customer to CM at ext 66355

Mr. Keating called, requesting a call back as soon as possible. Writer informed customer that a note will be sent to the case manager team.

Customer states would like to speak with LT702. Writer advised that cm is not available but will transfer customer over to LT690 to assist.

CUSTOMER CALLED IN: customer had to have the vehicle towed again to the dealership customer wants a new car, customer is requesting Lemon Law customer wants callback asap, Writer informed the customer the soonest is by the end of day tomorrow 03/30/2012

SM Eddie from dealer 59123 called and stated that they test drove the vehicle for 165 miles, but could never duplicate the problem. Eddie stated that the customer came and picked up the vehicle last night.

Eddie stated that the customer wouldn t let him talk to him about what they had done or anything he just wanted his vehicle left out front so he could pick it up and leave.

*****QUALIFYER TEAM*****

1st Contact attempt, phone number dialed,

██████████, writer spoke to Mrs. Keating regarding the vehicle writer advised that we will require additional research.

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 days out of service =4

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 there 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 left a message for the SM Eddie, 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.

Customer stated that their scanner is not working and would like to have a mailing address instead. She was worried because it is past the 7 days, writer informed her that is just the life line of the link but she is okay to still send in her documents.

- - - - -

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.
Advised customer the goodwill offer is dependent upon verification of all documents requested.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 717-479-1149.

2nd attempt made to contact customer. Left message.

Writer received call back from customer regarding messages left, customer stated that the documents were sent on 4-6-12. Writer stated if in the 7 to 10 days the documents are not received writer will call back on 4-20-12 to request them sent again. Writer also inquired on the operation of the vehicle and was informed that vehicle does not pick up speed the same but has not lost power like it did when case was opened.

POSTMARK DATE: 040412; DATE RECEIVED: 041112

Writer contacted Tim at Rino Towing the IRF that assist with the tow. Tim confirmed the vehicle had CrossCountry through insurance that covered 20 miles of the tow. Customer had to pay \$117.00 for the remaining 39 miles. Tim confirmed start/stall concerns and McVictor/Topeka Kansas tow was to dealership 59123.

Customer documents reviewed and confirmed with dealership and towing company. Customer will be reimbursed in full for the \$117.00 towing expense. Customer was contacted and conformation that reimbursement will take 7 to 10 days and case will close upon check issuing. Customer was advised to call back if issues comes back.

After review of customer concerns date of tow is the same as the information dealership has \$117.00 will be sent to customer.

Customer Assistance Inquiry Record (CAIR)#

22062988

VIN	1C4NJRBB5	CD	Open Date	03/30/2012	Built Date	12/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/11/2012	Mileage	3,500	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	66451	SOUTH COUNTY CHRYSLER - JEEP -	DODGE
Dealer Address	6600 CHESTNUT ST		
Dealer City	GILROY	Dealer State	CA
		Dealer Zip	95020

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	GILROY CA	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeks Lemon Law
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Stalling - Default	

Lemon Law:
 Briefly summarize why the customer is contacting Chrysler:
 Customer is seeks Lemon Law
 Briefly summarize what the customer is expecting:
 Customer states her vehicle stalls out while driving.
 After she pulls off the road and waites 15-29 minutes it will start back up.
 Customer has taken the vehicle to the dealership and the service tech brought the vehicle home as he lives close to the dealership.
 On the way home the service tech had to call into the dealership as the vehicle had completely shut down. Now the dealership advised the customer to call Chrysler because the diagnostics did not show any problems.

 Customer seeks 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]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? dealership
 Is this a request for Lemon Law Yes
 Reassigned to 88L
 Status update provided via email to the following email address:
 [REDACTED]

Dear [REDACTED]
 Case #: 22062988 VIN: 1C4NJRBB5C [REDACTED] Vehicle Description:
 2012 JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR
 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: 22062988
 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

Customer contacted chrysler seeking an update to her case. Agent informed the customer that her case manager did send an email. Agent read the customer the email. Customer stated she will be waiting for her case managers phone call tomorrow and to contact her at 408-710-5399
***** QUALIFIER TEAM *** Called [REDACTED], LM
Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Ignition issue

2. Was the vehicle purchased new or used? New

3. If used, what number owner is the customer and what was the mileage?
N/A

4. Is customer claiming # of repair attempts or # of days out of service?
2 repair attempts, 0 repairs. Days 3

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).

040312 reassigned to am peg to review and respond to owners request for lemon law relief tmt

4/4/2012 Telephoned owner, no answer, left message that I would call back tomorrow. PEG Area Manager

4/5/2012 Telephoned and spoke with customer. Customer is complaining of lack of power, especially on hills. Also states will stall without warning. Multiple occasions on a recent trip to Arizona. Customer scared to drive vehicle and fears for her safety. Advised customer that I would like for her to leave the vehicle with the dealership for one week so that they can drive with diagnostic equipment to see if they can duplicate the concerns. Advised that we would cover the cost of the rental.

Telephone Service Manager Doyle to contact the customer and have TA Wally Shima drive the vehicle as well to determine if we possibly have a CVT issue. Sent rental authorization to Doyle. PEG Area Manager

4/11/2012 While at dealership; checked up on vehicle. Service manager has been driving and keeping a log. So far, vehicle has not acted up

4/18/2012 Telephoned Service Manager Doyle. Vehicle has been driven for 400 miles and no stalling or hesitation noted. Vehicle has been returned to the owner. Service manager has maintained a driving log and will be put in the service file. PEG Area Manager

Customer Assistance Inquiry Record (CAIR)#**22066368**

VIN	1C4NJRFB3	CD	Open Date	03/31/2012	Built Date	12/14/2011	
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/16/2012	Mileage	2,000	Dealer Zone	74	DENVER	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7						
Engine	ED3						
Transmission	DHD						
Dealer	61619	MARMIE MOTORS INCORPORATED					
Dealer Address	10TH AND BAKER STREET						
Dealer City	GREAT BEND			Dealer State	KS	Dealer Zip	67530
Owner	[REDACTED]					Contact Type	ROADSIDE
Address	[REDACTED]					Home Phone	[REDACTED]
	INDEPENDENCE MO [REDACTED]					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-03-31
Road Side File Created 03-31-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1401 W US HIGHWAY 54 1724 10TH ST
RANCHO ROAD
PRATT GREAT BEND
KS USA KS
VEH STALLED\\ REGENCY INN AND SUITES IS WHAT SHE
DEALER CODE : 61619 MARMIE MOTORS INCORPORATED

Customer Assistance Inquiry Record (CAIR)#**22068400**

VIN	1J4NT4GBX	BD		Open Date	04/01/2012	Built Date	03/04/2011
Model Year	2011	Body	MKTH74	JEEP PATRIOT LATITUDE X FWD SPORT UTILITY			
In Service Dt	07/22/2011	Mileage	11,000	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	TENNESSEE COLONY TX				Country	UNITED STATES	

Product - Cooling System - Radiator - Other - Default	loose radiator cap
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****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Caller states that she is on vacation and her radiator cap came off while driving.
Caller states that she pulled over and filled it with water and then pulled in to a gas station and the vehicle has stalled.
Caller states that the last people to do an oil change or anything to her vehicle was CHAMPION CHRYSLER DODGE JEEP.
Briefly summarize what the customer is expecting:
Caller wants to know what she should do?
****End structured narrative T2 - Beginning Narrative
Agent advised caller that she will have to have the vehicle towed to the nearest Jeep dealer.
Caller attempted to start the vehicle again and it did start, but, caller is hesitant to drive it because the throttle light is on as well as another light.
Caller is going to wait for her husband to come to where she is at and see what he thinks they should do.
Agent provided caller with the roadside assistance number and the information for the following dealership:
Allen Samuels Autoplex
2.75 miles away
305 s i 45ennis, TX 75119-5114972-878-2666

Customer Assistance Inquiry Record (CAIR)#**22118454**

VIN	1J4NT1GA8	BD		Open Date	04/13/2012	Built Date	06/10/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	07/28/2011	Mileage	6,200	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Dealer	49931	SWIFT J-C-P-D%BUDGET GOURP INC					
Dealer Address	6251 CHANCELLOR DRIVE						
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32809		
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	NORTHBROOK IL			Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Default - Default

Roadside Assistance Contacted - DATE : 2012-04-13
Road Side File Created 04-13-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2525 S MAIN STREET
W CENTRAL AVENUE
SANTA ANA
CA USA
C/C 10 MIN B4 ARVL. START/STALL ISSUE.
DEALER CODE : 49931 CHAMPION CJD/DONLEN CORP

Customer Assistance Inquiry Record (CAIR)#**22125009**

VIN	1C4NJRBB3	CD [REDACTED]	Open Date	04/16/2012	Built Date	12/08/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/08/2012	Mileage	3,000	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PJR					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					
Dealer	44422	CARL GREGORY CHRYSLER DODGE OF BRU	NSWICK, INC.			
Dealer Address	5400 ALTAMA AVE					
Dealer City	BRUNSWICK	Dealer State	GA	Dealer Zip	31525	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	GOOSE CREEK SC	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-04-16
Road Side File Created 04-16-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-95 N 5400 ALTAMA AVE
EXIT 36A
BRUNSWICK BRUNSWICK
GA USA GA
VEHICLE STALLED WHILE DRIVING//,BY THE BRIDGE//
DEALER CODE : 44422 CARL GREGORY CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#**22144690**

VIN	1C4NJRFB2	CD		Open Date	04/19/2012	Built Date	10/27/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/31/2012	Mileage	100	Dealer Zone	70		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7						
Engine	ED3						
Transmission	DHD						
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	RIO RANCHO NM					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Customer Contact Complete

2012 JEEP PATRIOT LATITUDE

First Attempt:

JD Power Outbound. Agent contacted the customer regarding her new vehicle. Customer has no questions or concerns at this time. Customer is very happy with this vehicle. Agent provided the customer assistance phone number for any future questions or concerns. Customer confirmed mailing address and agent updated COIN. Customer stated that the dealership is going to check her gas gauge warning light because the light came on and she ran out of gas after 3 more blocks.

End

Customer Assistance Inquiry Record (CAIR)#**22155935**

VIN	1C4NJRBB1	CD [REDACTED]	Open Date	04/23/2012	Built Date	12/17/2011	
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/31/2012	Mileage	2,000	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS					
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP					
Dealer Address	100 WEST COLISEUM BLVD.						
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip	46805
Owner	[REDACTED]				Contact Type	LETTER	
Address	[REDACTED]				Home Phone	[REDACTED]	
	FORT WAYNE IN [REDACTED]				Country	UNITED STATES	

Product - Electrical - Power/Engine Control Module - Other - Default	Caller states that the vehicle just shuts off while driving.
Corporate - E-Reimbursement - Default - Default - Default	Towing reimbursement

Briefly summarize why the customer is contacting Chrysler: Caller states that the vehicle just shut down. The caller states that the dealership will not replace the part because they can not find a problem. The caller had 3 other technicians looked at the vehicle and all stated that it was a computer problem. The caller is very upset that her new vehicle does this and feels unsafe driving the vehicle. the caller wants a fix to the problem

Briefly summarize what the customer is expecting: Caller is seeking help with the situation

Agent advised the caller that the situation will be handed to a CM for review

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? 42050

Reassigned to 88F

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] incorrect number dialed [REDACTED] Spoke to Service Manager Nate, customer has no Service Contract. Unable to duplicate customer issue, had SA drive for 101 miles and unable to duplicate. Vehicle did have 1 code which was the torque request 35 mph 0 rolling with stalled engine, no bulletins, no STARS issues. SM stated SA thinks customer may have bumped key. SM stated feels issue has been fixed just waiting on customer to pick up vehicle

Writer dialed [REDACTED] 100 miles from home when broke down over weekend. Customer stated was a possible computer glitch. Customer is afraid to drive vehicle where/when will customer be when this happens again? Customer is very admit that will happen again and does not agree with Service Manager that this is a minor issue customer stressed this is a MAJOR issue and no one wants to listen to customer or stand behind product. Customer stated had to pay for the towing back to the dealership, writer gave customer address for possible reimbursement of towing. Customer just kept stressing that is a MAJOR issue with vehicle. Writer stated will have case forwarded over to Case Manager and have follow up towards end of week to see how things are with the vehicle, customer stated will get to dealership to pick up vehicle.

Writer called dealer, spoke to service advisor. Vehicle was towed in

4/21, vehicle worked when tech started it. 4/23 vehicle was inspected, only code for for vehicle coming to a stop. 3 30 mile test drives done. Not duplicated, inspection of electrical problem done. 2nd attempt made to contact customer. Left message. Customer called, customer does not feel safe in the vehicle. Customer will mail in tow bill. Customer thinking of trading vehicle in, writer advised writer can look at service contract if customer decides to do so. Customer tried to turn over after vehicle stalled, would not turn over.

2nd attempt made to contact customer. Left message.
POSTMARK DATE: 050212; DATE RECEIVED: 050712
Writer attached documents to this cair.

3rd attempt made to contact customer. Left message. Writer advised writer will reimburse the 100\$ the warranty covers for towing. Customer upset that warranty does not cover full tow bill, states we are not standing behind vehicle. Cusotmer would prefer to leave case open for time being and see if issue returns.

2nd attempt made to contact customer. Left 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.

6th attempt made to contact customer. Left message.

MRS JANE THEODORE requesting to speak with Case Manager. Transferred to CF375

Customer verified address on file. Writer advised of need to verify payment, customer does not have contact infor for Northwest towing, csutoemr refused to send credit card statement.

***** IMMEDIATE SUPERVISOR CALL *****

The writer reviewed the case and educated the customer on the documents we need to process the reimbursement. The writer told the customer we are willing to reimburse the customer the full amount of the towing once it is confirmed with her credit card statement. the customer will be mailing the documents in. the customer also was wanting to get ht number for the CEO, writer told the customer that there is not number available, but I can give her an address to write to. The customer declined the address and said she will just get the number. Writer ended the call.

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004

Auburn Hills, MI 48321

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

Supervisor request is complete.

2nd attempt made to contact customer. Left message.

Voicemail recieved from customer, documents were mailed 6/13.

POSTMARK DATE: 061312; DATE RECEIVED: 061912

Writer attached documents to this cair.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Towing assistance

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.

4-21-12

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

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

\$332

What is the total Tax to be reimbursed?

What is the total amount being reimbursed?

\$332

****End structured narrative T2 - eReimbursement

Per line 66

Mrs Jane Theodore accepts and verifies the check should be mailed to the following name and address:

██████████
██████████
██████████
FORT WAYNE , IN-██████████

Approved

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

Customer Assistance Inquiry Record (CAIR)#**22172692**

VIN	1J4NF4GB9	BD	Open Date	04/27/2012	Built Date	04/28/2011
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY		
In Service Dt	05/30/2011	Mileage	10,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	42241	SHELOR CHRYSLER-DODGE				
Dealer Address	2340 ROANOKE STREET					
Dealer City	CHRISTIANSBURG	Dealer State	VA	Dealer Zip	24073	
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	BLACKSBURG VA null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-04-27
Road Side File Created 04-27-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
W CAMPUS DRIVE 2395 ROANOKE ST
PRICES FORK ROAD
BLACKSBURG(MONTGOMERY) CHRISTIANSBURG
VA USA VA
START/STALL
DEALER CODE : 42241 MOTOR MILE CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#

22201309

VIN	1J4NT1GB1	BD		Open Date	05/04/2012	Built Date	07/01/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	08/31/2011	Mileage	9,822	Dealer Zone	71	LOS ANGELES	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	24110	MIDWAY JEEP CHRYSLER					
Dealer Address	777 CAMINO DEL RIO SOUTH						
Dealer City	SAN DIEGO			Dealer State	CA	Dealer Zip	92108

Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SAN DIEGO CA					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking a rental vehicle.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle is stalling.

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle is randomly stalling. Customer states the first time her vehicle stalled was Christmas eve and she was stranded for 4 hours and then had to have the vehicle towed for a 3 hour drive. Customer states when she brought her vehicle into the dealership they advised the vehicle needed a system software update RPM. Customer states the 2nd time her vehicle stalled she was in a merging lane when her vehicle stalled Customer states the driver behind her had to stop suddenly almost causing an accident and claims she got whiplash. Customer states there was no indication when the vehicle was stalling, everything just shut down. Agent is escalating the case to 88R for the rental vehicle as soon as possible and then please reassign to 88F

Briefly summarize what the customer is expecting: Customer expecting her vehicle to be fixed and she does not feel safe driving the vehicle with her young daughter in the vehicle.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: 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? 24110
 Reassigned to 88F

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: declined
 Reassigned to 88R

Customer called to speak to the case manager on her case. Customer stated the dealership is calling her at work stating they need the loaner vehicle back. Customer stated the dealership told her to find a way back to work and her own way to pick up her child. Customer stated that she understands the time frame for a call back is by end of business day today. Agent understands call back procedure is by end of business day today for the rental portion, due to customer s situation agent will attempt to transfer customer. Transfer approved by team leader. Agent transferred customer to Rosie from case management at 1-800-763-8422 for further information and assistance.

CBQ-Linda called in requesting to speak with case manager. Linda stated customer needs this taken care of right away. Writer successfully

transferred customer and CBQ Agent Linda to RV600.

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

CONTACT UPDATE - 1st Contact

Received call from Mrs. [REDACTED], stated that vehicle is currently at dealership, they are asking her to return the loaner vehicle and they could not diagnose her vehicle today.

Writer contacted 24110, SM Bruce, not available, left message indicating customer s request.

Writer informed Mrs. [REDACTED] that we would need to speak with SM before we can determine if we can assist with rental, but if she needs a vehicle tonight we are willing to reimburse for rental, up to \$40 per day, customer understood. Mrs. Enriquez stated that she needs a vehicle to get to work tomorrow.

Reassigning CAIR to correct CM for further follow up.

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

Customer seeking rental assistance because of diagnoses needed for surging and stalling concern. Contacted Service Advisor, Corey at 24110 to

discuss the customer s request for rental assistance. Confirmed customer s concern and with Service advisor concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-04-26.

SA Corey will notify Customer of 2 days rental.

Follow up set 5/10 for follow up

SA Corey states that the diagnoses wa icomplete due to not being able to duplicate concern. Reccomends customer come back in to test drive with Service personnel in order to determine if user is causing concern.

Left message with customer.

Left Message with customer

Left Message with customer. Beginning Closed Loop closure process

Follow up set for 5/25

Contacted customer who stated that she is not sure when vehicle can be taken back to dealer for diagnoses. Writer offered to close case untill a diagnoses can be completed. customer consented.

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

Customer Assistance Inquiry Record (CAIR)#

22226530

VIN	1C4NJRBB3	CD	Open Date	05/12/2012	Built Date	11/21/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/13/2011	Mileage	2,232	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	66856	CAR CITY CHRYSLER				
Dealer Address	3100 S 169 HIGHWAY					
Dealer City	ST JOSEPH	Dealer State	MO	Dealer Zip	64503	

Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	EDWARDSVILLE IL	Country	UNITED STATES			

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Drivability - Unknown - Stalling - Default	

Roadside Assistance Contacted - DATE : 2012-05-12
 Road Side File Created 05-12-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 US-36 W 3100 S 169 HIGHWAY
 NW COUNTY HIGHWAY 37
 HAMILTON ST JOSEPH
 MO USA MO
 CLOSER TO HAMILTON
 DEALER CODE : 66856 CAR CITY CHRYSLER
 ***** CASE MANAGER TEAM - District ? x U *****
 Who did you speak with at the dealer and what is their dealer code?DL66856 Service manager AI was available. Spoke with Gary who took a message for AI for a return call.
 AI, service manager called back
 Who did you speak with at the dealer and what is their dealer code?DL66856
 Is the vehicle at the dealer now?no
 When did it arrive at the dealer?5/14/12
 What is the current mileage?2231
 If known, what is the reason for the tow?died on hyway, key stays in start position, blue light on rear view mirror flashes. No faults in any position. Could not duplicate issue.
 Have the repairs been completed?Could not duplicate issues.
 If yes, when were they completed?5/14/12
 If no, what is the estimated repair date?na
 Are there any parts that need to be ordered?no
 If yes, what are the part & order # s?na
 Rental provided?no
 If yes, how many days? (either by the dealer or USCAC)na
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
 Spoke with customer who states that the dealership was not able to duplicate the issue. Customer states that he is not comfortable driving the vehicle. Customer was informed by case manager that we have documented his concerns and was provided with reference number and CAC phone number, and if we can assist to please contact us.
 CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

22233752

VIN	1C4NJRFB3	CD		Open Date	05/15/2012	Built Date	12/23/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/20/2012	Mileage	1,700	Dealer Zone	70		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PX8						
Engine	ED3						
Transmission	DAW						

Dealer	68737	CHAPMAN CHRYSLER JEEP LLC					
Dealer Address	930 AUTO SHOW DR						
Dealer City	HENDERSON	Dealer State	NV	Dealer Zip	89014		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	HENDERSON NV	Country	UNITED STATES				

Product - Electrical - Unknown - Other - Default	electrical issues
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer called in stating she has had the vehicle to the dealership three times for an electrical issue. The caller states that she purchased a new vehicle so that she would not have any issues.

Briefly summarize what the customer is expecting:
 The customer is seeking Lemon Law.
 Has customer had previous history with current issue? Y
 Customer has a history of diagnosis for an intermittent problem? N
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? Y
 Customer has a history of purchasing Chrysler vehicles? N
 If yes, number in household?
 Customer claims to maintain vehicle as per maintenance schedule? Y
 Has a mechanical Chrysler Group Service Contract? Y
 Warranty coverage code? 536
 Ownership status? Original
 Basic warranty component? Y
 Powertrain warranty component? N
 Service contract or Mopar warranty component? N
 Within 3 years or 36,000 miles? Y
 Within 2 years or 24,000 miles? N
 Within 1 year or 12,000 miles? N
 Customer informed a call back is required and will take place within one business day.
 Preferred Morning/Midday call back number is

Customer email address for case updates: N/A
 Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back or replacement? Lemon Law
 Reassigned to 88L

***** QUALIFIER TEAM *****
 writer contacting dealer 68737 and spoke with SM Derrick whom informed writer that the customer is in the shop now. SM informed writer that the customer alleges that they ran out of gas while the vehicle still read quarter tank. SM indicated that they have not yet completed diagnostics. SM did go over repair history to confirm system accurate.

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 have the needed repairs at this time.

Number of related repair attempts = 1 possible with 1 current open RO

Number of days out of service = 16 days, current open RO.

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

writer contacting customer to provide above information.

Customer stresses concerns with the vehicle. Customer indicates that the dealership has had the vehicle more than she has and she is making the payments. Writer informed that case will be sent to a case manager for further handling.

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

** If the customer should call, please request them to contact Martha

Donbar at 888-542-7239, extension 464. Thank you. ***

8/17/12 Left voice mail message for customer regarding electrical concern on her vehicle.

-Left voice mail message for Derrick, Service Manager at Chapman Chrysler, regarding CAIR And RO history. MD1172

** If the customer should call, please request them to contact Martha

Donbar at 888-542-7239, extension 464. Thank you. ***

-Returned call to Derrick, Service Manager at Chapman Chrysler, regarding fuel gauge concern AND there is a STAR case (12325679) opened on this case. Spoke to Crystal Service Assistant at Chapman Chrysler and reviewed the most recent RO history and STAR case. Left voice mail message for Derrick, Service Manager at Chapman Chrysler to fax the RO history to me so I can review the case.

-Spoke to customer to complete initial call regarding the low fuel indicator light concern. Customer advised there have been electrical issues with the vehicle since she purchased it. Customer advised the dealership tore the dash apart to find out the vehicle was wired wrong. Customer advised that she has had the vehicle towed to two different dealerships, Jones Chrysler Dodge and Chapman Chrysler, because the low fuel indicator light came on and the vehicle stopped and she was unable to restart the vehicle. Customer advised both Dealerships have been unable to diagnose the problem. Customer brought vehicle back to the dealership, Chapman Chrysler, on 5/15 and picked up vehicle on 5/17. Customer advised she is disappointed with the dealership, Chapman Chrysler, because she was told they were going to drop the fuel tank but that was not done. Customer advised that the dealership did not do a test drive as there were no miles on the odometer when she picked the vehicle up. Customer advised she was very excited about her new vehicle initially but with all the problems she is having she is willing to trade the vehicle in and take a loss. Advised customer I have been trying to reach Derrick, the Service Manager at Chapman Chrysler to review the RO history and STAR case. Advised customer I will do all I can to assist in the repair. Advised customer I will contact her in a few days after I speak with the Service Manager and come up with a plan of action. Advised customer to contact me should any problem arise in the interim.

***Customer was very appreciative of my assistance and had a good demeanor but is very frustrated about multiple repair attempts with no result.

- Left message for Dave, Service Manager at Jones 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. ***

5/25/12 Left voice mail message for customer to follow up with her regarding the fuel gauge concern and provided my contact information.

-Received incoming call from customer who advised she is driving the vehicle very minimally and avoiding any highway driving as she is fearful the vehicle will stall. Advised customer to call Dealership, Chapman Chrysler, to schedule an appointment so dealership can see if they can duplicate the concern. Customer agreed to schedule appointment and advised she may need a rental vehicle if it is going to be more than a few days for the repair. Advised customer I will contact the SM at Chapman Chrysler, to let him know she will be calling to set up an appointment and may need rental vehicle. Customer advised she will contact me when she has dropped the vehicle off for repair.

-Spoke to SM Derrick, at Chapman Chrysler, to inform him that the

may need a loaner/rental vehicle. Advised SM to contact me when vehicle is in the shop so I can assist and open a TAPS case as STAR case is still open for this concern. SM advised he will notify me when vehicle is in for repair and will have rental available for customer should she request one. MD1172

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

5/31/12 Left voice mail message for customer to follow up regarding her message that she took the vehicle in to the dealership for repair. Provided my contact information and requested a call back.

-Left voice mail message with my contact information for Service Manager Derrick, at Chapman Chrysler regarding repair. MD1172

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

5/31/12 Received incoming call from customer who said she took the vehicle into the dealership and was told they need to order a part and it will be two weeks before they receive it. Customer advised she is done taking the vehicle in for repair with no results. Customer advised while driving the vehicle over the weekend, she was stopped by the police because her turn signals were not working. Customer advised her husband has contacted an attorney and was attorney advised not to drive the vehicle at this time because it is a liability. Customer advised she is extremely aggravated and no longer wants the vehicle or a Chrysler product. Apologized to customer as I do understand her frustration however, we do need to go through the repair process in order to get to the next step. Customer advised she is refusing to drive the vehicle to the dealership but they can come and pick it up any time. Advised customer I have been trying to reach Derrick, the Service Manager at Chapman Chrysler and have left a message for him to return my call. Advised customer I will continue to contact the Service Manager and will call her today with a plan of action. Customer understood and was appreciative of my assistance.

-Received incoming call from Derrick, Service Manager at Chapman Chrysler. Service Manager advised a fuel transfer tube has been ordered for the fuel gauge concern. Inquired with Service Manager as to the ETA of the part as customer understood it would be two weeks before the part will arrive. Advised Service Manager that I can assist in escalating parts if the VOR and escalation is noted on the order. Service Manager advised he will check the ETA of the part and call me back with that information. Advised Service Manager that customer mentioned the turn signals failed and she was stopped by the police over the weekend. Service Manager advised there was no mention or documentation of the turn signal failure that he was aware of but he will check with his Service Advisor. Advised Service Manager the customer has been advised from her attorney that the vehicle is a liability and she is refusing to drive vehicle back to the dealership for the repair and the dealership can come and pick up the vehicle any time. Advised Service Manager the customer is extremely aggravated regarding all the repair attempts. Inquired with Service Manager as to if he referred to the opened STAR case for this CAIR. Service Manager advised he did not read the STAR case. Advised Service Manager to read the STAR case notes and see if he can pick up the vehicle from the customer so that I can assist by opening a TAPS request and notify me when the vehicle is in for repair. Service Manager advised he should be able to pick up the customer's vehicle and will call me back regarding the ETA on the parts. MD1172

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

5/31/12 Spoke to Derrick, Service Manager at Chapman Chrysler, who said the turn signal issue only happened one time and customer told Service Advisor not to worry about it. Service Manager advised he has reviewed the STAR and it does not make any recommendations. Service Manager advised he found a 'Service Bulletin Thought Starter' and suggests there is a fuel transfer tube that he was able to expedite and another fuel tube to see if this will help in the repair. Service Manager advised he will contact me when the part becomes available.

-Spoke to customer to let her know the Service Manager, Derrick, has researched the concern regarding the fuel gauge and has expedited parts and will contact me when the parts arrive. Advised customer I will follow up with her when I hear from the Service Manager. Customer was very appreciative of my assistance and had a pleasant demeanor. MD117

** If the customer should call, please request they contact Martha Donbar

6/4/12 Left message for Service Manager Derrick at Chapman Chrysler regarding repair and parts status. Advised service manager I am opening a TAPS case today and provided my contact information.

-Left voice mail message and sent e-mail to Area Manager RMM12 for assistance regarding repair on this case.

-Spoke to customer to let her know I am waiting for a call from Derrick, Service manager at Chapman Chrysler and have left a message for the Area manager as well. Also advised customer I have all the escalated technical teams involved at this time to be sure the repair is completed to her satisfaction. 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# 22233752

Customer Name: [REDACTED]

VIN: 1C4NJRFB3C [REDACTED]

Mileage: 1842

Dealership: Chapman Chrysler

Dealer Code: 68737

Dealer Phone: 702-558-3000

Dealership Contact Person: Derrick, Service Manager

Vehicle Issue: Fuel gauge reads incorrectly.

I2R Coordinator: Martha Donbar

Contact Number: [REDACTED]

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

TAPS

on 2012-06-04 @ 14:45

** 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# 12325679 FOR INFORMATION

6/5/12 Received incoming call from Service Manager Derrick, at Chapman Chrysler, regarding parts status. Service manager advised they have received the fuel transfer tube and are expecting the fuel tank to arrive tomorrow morning.

-Spoke to customer regarding parts status. Advised customer the Service manager will be contacting her when all the parts arrive and they begin repair. Customer understood and was appreciative of my assistance.

MD11782

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

6/8/12 received call from customer regarding status of parts. Customer advised she has not heard from the dealership and vehicle is still sitting in her driveway.

-Contacted Service manager Derrick at Chapman Chrysler and received an e-mail response that 'it appears that the engineers wanted us to order more parts'.

-Contacted customer and advised the dealership is waiting on more parts at this time and will follow up with her on Monday. Customer understood but is still very aggravated and wants out of the vehicle. Explained to customer we have to go through repair process to get to the next step. Customer understood and was appreciative of my assistance but irritated about the delays. Apologized to customer as I am doing everything I can to assist and will follow up with her on Monday 6/11.

MD1172

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

06/15/12 CN146: Awaiting update.

Updated notes from I2R from 6/14/12

-Left voice mail message for customer to let her know I received a e-mail that the TA is coming in tomorrow morning to assist in the repair. MD1172

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

6/19/12 Received voice mail message from customer who advised she has the vehicle back from the dealership but they did not fix the concern as the gas gauge is still not reading correctly. Customer advised she found the same vehicle on the internet with the same problem. Customer advised she has not has use of the vehicle for thirty days and wants a replacement.

-Spoke to service manager Derrick who said the and manufacturer of the fuel tank came on Friday 6/15 and said everything looks good. Service

manager advised the fuel level was below 1/4 tank and it was making fine

they replaced the fuel tank and fuel module.

-Left voice mail message for customer regarding repair. **Will follow up with customer on 6/20** MD1172

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

6/20/12 Left voice mail message for customer regarding repair. **Follow up with customer on 6/21** 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 customer to follow up regarding repair. Customer advised she is not confident in the repair as she took a snapshot of the odometer when she dropped the vehicle off and when she picked it up and there was only one mile on the vehicle so no test drive was performed. Customer advised when she dropped off the vehicle the fuel gauge was reading empty. When she picked up the vehicle the Service Advisor said they put in five gallons of gas and the fuel gauge was reading half full.

Customer advised the vehicle is a lemon and Chrysler knows it s a lemon and all she has ever wanted was a new vehicle. Advised customer I would like to contact the dealership regarding the test drive and call her back.

Spoke to Derrick, Service Manager at Chapman Chrysler regarding test drive. Service manager said they had to replace the fuel tank and they monitored the fuel gauge as they were adding fuel to the tank and the gauge seemed to rise properly with the addition of fuel. Therefore, service manager did not feel it necessary to test drive the vehicle.

-Returned call to (TLM13) regarding voice message on this customer.

TLM13 advised there are forty like vehicles he is tracking with the same issue and feels it would be a good idea to offer the customer a replacement so quality control can get the vehicle back and further research the problem to come up with a solution for the low fuel concern.

-Spoke to customer to let her know that I have reviewed her case with my partners and Chrysler is researching it as well. Advised customer I am hoping to have some direction for her by Monday. Customer advised she is hoping the news will be positive as the fuel concern happened at 200 miles and the vehicle is only four months old. Advised customer there is a process just as with the repair and we are waiting for further direction. Advised customer I will follow up with her on Monday 6/25 just to touch base with her if nothing else but am hopeful I will have an answer for her at that time. Customer advised she has consulted with an attorney but has not hired one at this point and feels she has been very patient through this process. Validated that customer has been very patient and the biggest hurdle is over and we are moving forward in a positive direction at this time. Customer understood and was very appreciative of my assistance. **Will follow up with customer on Monday 6/25 ** MD1172

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

6/22/12 I spoke with CRM (NJ) and reviewed the recommendation from TLM13 in quality regarding replacing the vehicle. CRM authorizes replacement and waiving mileage fee. ISG to negotiate and process the template. Per CRM the vehicle should be sent to quality engineering for further evaluation. CM

6/22/12 Left voice mail message for customer and provided my contact information. **Follow up with customer on 6/25** MD1172

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

6/28/12 Received email confirmation from dgd the replacement template has been approved. CM

Customer Assistance Inquiry Record (CAIR)#**22246666**

VIN	1C4NJRFB4	CD [REDACTED]	Open Date	05/19/2012	Built Date	01/03/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/27/2012	Mileage	3,300	Dealer Zone		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2					
Engine	ED3					
Transmission	DHD					
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	ONSTED MI [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-05-19
Road Side File Created 05-19-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
MORENCI ROAD 05768 ROUTE 15 NORTH
INGALL HIGHWAY
MORENCI BRYAN
MI USA OH
CUST VEH SLOWLY LOST POWER THAN DIED,5768 STATE R
DEALER CODE : 04066

Customer Assistance Inquiry Record (CAIR)#**22255785**

VIN	1J4NT1GB9	BD	Open Date	05/22/2012	Built Date	01/06/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	02/15/2011	Mileage	48,388	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44952	MARK DODGE
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Dealer Address	3118 GOVERNMENT BLVD		
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Dealer City	MOBILE	Dealer State	AL	Dealer Zip	36606
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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MOBILE AL		Country	UNITED STATES
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Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information.
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Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states vehicle shut off on her while driving
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Briefly summarize why the customer is contacting Chrysler: Customer s daughter Marion called states the vehicle shut off on her while driving today. She said it took about 10 mins and she was able to turn it back on. Customer was asking about her warranty coverage, agent advised of remaining powertrain warranty and to get it to the dealer asap. Agent supplied Roundtree Chrysler Dodge Jeep Ram @ 3118 government blvd mobile, AL 36606 251-478-5252. Customer will call and make an appointment. Briefly summarize what the customer is expecting: Customer seeking warranty coverage information.

Customer Assistance Inquiry Record (CAIR)#**22256950**

VIN	1C4NJRFB4	CD [REDACTED]	Open Date	05/23/2012	Built Date	12/22/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/21/2012	Mileage	5,237	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2					
Engine	ED3					
Transmission	DHD					

Dealer	67686	JEEP CHRYSLER DODGE CITY				
Dealer Address	631 W PUTNAM AVE					
Dealer City	GREENWICH	Dealer State	CT	Dealer Zip	06830	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	REDDING CT [REDACTED]	Country	UNITED STATES			

Recall - M11: FUEL TANK ROLL-OVER VALVE - Other	FUEL TANK ROLL-OVER VALVE
Corporate - Product Information - Default - Default - Default	stalls out

Briefly summarize why the customer is contacting Chrysler: Customer states this vehicle has died and this is the second time. Customer's daughter and her husband are on their honeymoon and this is very inconvenient.

Customer called in to also advise that the vehicle while in the dealership left the couple without wheels. Customer states the rental monies should be paid back. Customer also states if this continues that the vehicle should be returned.

Briefly summarize what the customer is expecting: Customer seeks what to do and the monies for the rental and perhaps a different vehicle.

Agent advised that perhaps when the recall is addressed on the vehicle that it may not stall out.

Customer calls seeking recall information. Advised the customer of incomplete recall ? M 11U for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)#**22291224**

VIN	1C4NJRBB9	CD [REDACTED]	Open Date	06/04/2012	Built Date	12/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/06/2012	Mileage	1,010	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	66079	MCINERNEY'S WOODHAVEN CHRY-JEEP	INC			
Dealer Address	23940 ALLEN ROAD					
Dealer City	WOODHAVEN	Dealer State	MI	Dealer Zip	48183	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	LINCOLN PARK MI	[REDACTED]	Country	UNITED STATES		

Recall - M11: FUEL TANK ROLL-OVER VALVE - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Product - Unknown - Unknown - Stalling - Default	Customer states her vehicle stalled and wouldn't restart.

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle left her out of town on Memorial Day weekend. Customer states she paid a \$400 tow bill. Customer states she did not realize brand new vehicles had roadside assistance.

Briefly summarize what the customer is expecting: Customer seeking reimbursement of tow bill.

Agent advised customer of reimbursement address per Answer Connect ID# 17420.

Customer calls seeking recall information. Advised the customer of incomplete recall ?M11U for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

POSTMARK DATE: 060812; DATE RECEIVED: 061112

Writer confirmed mailing address matches COIN and HPIMS to the letter. Writer contract customer [REDACTED] to discuss denial. No answer. Left message with return number 1-855-675-9291 and extension 4718517 and case number 22291224.

Customer called in. Writer advised that because the vehicle was not towed to the closest dealership and because it was towed to a residential home CHRYSLER would not be able to assist with any reimbursement. Customer was disappointed but understood.

Writer will be closing this CAIR.

Customer Assistance Inquiry Record (CAIR)#**22309352**

VIN	1C4NJRFB4	CD [REDACTED]	Open Date	06/11/2012	Built Date	01/03/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/27/2012	Mileage	3,000	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2					
Engine	ED3					
Transmission	DHD					

Dealer	43367	CASEBERE MOTOR SALES				
Dealer Address	05768 STATE ROUTE 15 NORTH					
Dealer City	BRYAN	Dealer State	OH	Dealer Zip	43506	

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

Product - Fuel System - Unknown - Other - Default	Thinks something with the fuel lines, as low fuel light never comes on.
Product - Engine - Unknown - Other - Default	engine stops while driving.

Briefly summarize why the customer is contacting Chrysler: Has been in shop for 17 days for same issue. This is the second time it has been in. Have replaced items for gas tank, recall has been completed. Thinks something with the fuel lines, as the low fuel light never comes on. Dealership called Chrysler (STAR) to come down. Engine just stops while driving. Has happened to the dealership at least once.
 Briefly summarize what the customer is expecting: to help vehicle get fixed.

Who has possession of the vehicle? Dealership
 Has an authorized dealer diagnosed the vehicle? Yes
 If a CDJR dealer has diagnosed, what is the dealer name and code? 43367
 Customer advised a call back 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]
 Reassigned to: 88F
 ***** CASE MANAGER TEAM - District ?VU *****
 Status update provided via email to the following email address:
 [REDACTED]

Dear Mr. Brooks,
 Vehicle Description: 2012 JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR
 VIN: 1C4NJRFB4C [REDACTED]
 My name is Alicia and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 Your Case number: 22309352
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66026
 My work hours: 8:00am-4:30 Mountain Time Monday thru Friday.
 I will contact you within one business day by telephone to review your case with you.
 Sincerely,
 ALICIA
 Customer Care
 End of Status Update

Agent contacted SM Steve who stated this vehicle has a STAR case and the techs have advised the dealer to replace the Primary Fuel Pump.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
 Agent informed customer the Primary Fuel Pump is being replaced.
 Agent contacted customer at [REDACTED]. Customer stated the vehicle has been repaired and picked up. Customer states when the vehicle was picked up there is now a slice in the steering wheel. Agent stated the dealer is an hour away but will contact the dealer via phone to determine the next

step.

Agent contacted SM who was unavailable.

Agent contacted customer at [REDACTED]. Customer stated the vehicle has not returned to the dealer and customer has declined to repair the Steering Wheel. Customer stated the flap on the gas tank is not on the vehicle and is inquiring about this.

Writer calling customer [REDACTED]. Customer states that vehicle has been returned. Customer states that the flapper is not there.

Writer stated that we will call the

Writer calling service department 419-636-4594 Ron states that replacement of gas tank was under a service bulletin. Some cars do not come with them. Ron states that they do not have a flapper in the gas tank. Ron states that they do not have flappers in the tanks for this make and model of car.

Writer called customer to let him know that for this make and model of car doesn't have a flapper. Writer thanked customer for being a Jeep customer and advised customer if he has any issues to please call 1877IAMJEEP. Customer understood.

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

Customer Assistance Inquiry Record (CAIR)#**22336910**

VIN	1J4NT1GA7	BD		Open Date	06/18/2012	Built Date	05/26/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	06/14/2011	Mileage	2,272	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	43380	LANDERS DODGE					
Dealer Address	315 EAST GOODMAN RD						
Dealer City	SOUTHAVEN			Dealer State	MS	Dealer Zip	38671
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	HORN LAKE MS					Country	UNITED STATES

Product - Engine - Unknown - Vibration - Default

vehicle jerks

Briefly summarize why the customer is contacting Chrysler: Customer states when they start their vehicle is jerks until it is warmed up. The customer states they took their vehicle to DLR 43380 for repairs a few months ago and it was corrected but they are now having the same issue. Briefly summarize what the customer is expecting: Customer seeking to have the vehicle repaired correctly.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? (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? 43380

Reassigned to 88F

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

OOW- No

SC- No

Original owner

1 in household.

Status update provided via email to the following email address:

Dear Customer:

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

Your Case number: 22336910

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66339

My work hours: 930am to 6pm ET Time Monday-Friday

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

Sincerely,

David

End of Status Update

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

Spoke to customer and went over the issue. Writer advised we need to have the vehicle taken back to the dealer for a diagnosis to determine if it is the same thing repaired previously. Customer stated that he needs a vehicle to get to and from work and requested rental assistance. Writer advised will contact the dealer to discuss rental assistance. No guarantees made at this time.

Agent attempted to contact dealer Service Manager (SM), Spoke to SM Scott and was advised that the last time the vehicle was there was in August

2011. SM stated the previous issue was the vehicle stalling while coasting. SM stated the customer does not have a lot of loyalty with the dealer and he does not feel it merits rental until diagnosis is completed and we know what repairs are going to take. Writer advised will follow up with the customer.

Writer called customer and advised would be willing to reimburse up to \$35.00 a day for 2 days of rental if it is a Chrysler vehicle. Customer will decide what he is going to do and call CM back.

Writer called customer and was advised he has not taken the vehicle in yet since he has been trying to get money for the rental. Customer stated he would try to get it in this week. Writer advised will follow up 6/29/12.

CONTACT UPDATE - Writer called customer, Unable to leave message.

Writer called customer and was advised he has not been able to get the vehicle in yet. Writer offered to place the case on hold and when he is able to get the vehicle in he can call to re open the case. Customer agreed.

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

Customer Assistance Inquiry Record (CAIR)#**22342468**

VIN	1J4NT1GA0	BD	Open Date	06/20/2012	Built Date	01/03/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	01/15/2011	Mileage	13,000	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ORANGE TX			Country	UNITED STATES	

Product - Electrical - Unknown - Other - Default

6/20/12: Opened new CAIR and I2R Case to further assist customer. The original Case/CAIR number is 21723557. mb981

6/19/12 Customer called and said she is still having problems with the vehicle. Customer advised the vehicle stalls when slowing down and stalls when she accelerates hard intermittently. Customer advised she is willing to take the vehicle in for repair and she will need a rental vehicle if the repair will take more than one day. Advised customer I can assist in providing a loaner/rental vehicle for her. Advised customer I will contact the dealership and follow up with her with a plan of action regarding repair. Customer was very appreciative of my assistance and had a pleasant demeanor.

-Spoke to service manager Bucky, at Cecil Atkission Chrysler, regarding customer s acceleration concern. Service manager advised he is aware of the customer s concern and next Monday would be the best time for the customer to bring the vehicle back in for repair. Advised customer I will contact him with a new CAIR number if he will notify me when the vehicle is in and a STAR case is open I will escalate to TAPS for assistance. Service manager inquired about assistance in providing a rental vehicle for customer. Advised service manager I can authorize a rental through Enterprise for 5 days at \$35 a day in a CDJ vehicle less insurance and fuel. Service manager understood and was appreciative of my assistance.

-Spoke to customer and advised she contact the dealership to schedule an appointment next week and contact me when she drops off the vehicle so I can assist in the repair. Customer understood and was very appreciative of my assistance. **Follow up with customer regarding repair schedle on 6/25/12 MD1172

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

*** Martha Donbar with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 447. Thank you. ***

6/26/12 Spoke to Bucky, acting service manager at Cecil Atkission Chrysler, who advised the customer has a tentative appointment for tomorrow 6/27. Advised service manager the customer will need a loaner / rental vehicle. Service manager advised he thinks the dealership is self authorizing but will check and get back to me. Advised service manager I will follow up with him tomorrow to see if customer dropped off the vehicle.

-Spoke to customer who advised she is planning on taking the vehicle in for repair tomorrow and will notify me when she drops it off so I can assist with the escalation team. MD1172

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

6/27/12 Spoke to Bucky, acting service manager at Cecil Atkission Chrysler, regarding customer bring in the vehicle today for repair. Customer advised the customer will be bringing the vehicle in on Monday 7/2.

-Spoke to customer to let her know I am aware she will be dropping the

vehicle off next Monday and will follow up with her at this time.

Customer was appreciative of my call and had a very pleasant demeanor.

****Follow up with SM and customer on 7/2 regarding vehicle drop off.****

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 Bucky, Service manager at Cecil Atkins who advised the customer has not dropped off the vehicle.

-Left voice mail message for customer to contact me when she is able to drop off the vehicle and provided my contact information. ****Follow up with customer on 7/3 regarding vehicle drop off.**** MD 1172

7/17/12 Spoke to customer regarding scheduling repair. Customer advised the dealership has not had a loaner available for her so she has not taken the vehicle in for repair.

-Spoke to Bucky, acting service manager at Cecil Atkission who said the loaner was returned today and will be available for the customer tomorrow.

-Spoke to customer and advised the loaner vehicle is available for her tomorrow if she wants to drop it off first thing in the morning. Customer advised she won't be able to drop it off until end of day.

-Spoke to Bucky, acting service manager at Cecil Atkission and advised customer will be dropping the vehicle off late tomorrow. Inquired if there is a new service manager and Bucky advised they do have a new service manager. Advised I will be following up with the service manager tomorrow. ****Contact new service manager on 7/18 regarding customer and escalations. **** MD1172

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

7/20/12 Spoke to Bucky, service advisor at Cecil Atkission, as service manager was not available. Inquired if customer dropped off her vehicle for repair but was advised customer called and said she has company coming in this weekend and did not drop it off or schedule an appointment for a future date. Advised service advisor this is the third time the customer has not shown up for repair. Service advisor said he has been trying to get the customer in for months.

-Left voice mail message for customer advising I understand she has not dropped off the vehicle to the dealership and I will be closing the case. Advised customer to contact me when she is ready to take the vehicle in for repair and I will be glad to assist. Provided my contact information for when customer is ready to drop off the vehicle for repair.

****CLOSING CAIR AND I2R CASE AS CUSTOMER REJECTS REPAIR.**** MD1172

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

Customer Assistance Inquiry Record (CAIR)#

22351298

VIN	1C4NJRFB9	CD [REDACTED]	Open Date	06/22/2012	Built Date	12/23/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/14/2012	Mileage	3,100	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM					
Engine	ED3					
Transmission	DHD					

Dealer	41007	DICK GREENFIELD DODGE INC				
Dealer Address	2700 BRUNSWICK PIKE RT 1					
Dealer City	LAWRENCEVILLE	Dealer State	NJ	Dealer Zip	08648	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	LAWRENCEVILLE NJ [REDACTED]	Country	UNITED STATES

Recall - M11: FUEL TANK ROLL-OVER VALVE - Advise Owner/Incomplete Recall	FUEL TANK ROLL-OVER VALVE
Corporate - Rental Vehicle - Default - Default - Default	rental vehicle request
Corporate - CNA Change - Default - Default - Default	system update

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle were taken in to the dealer to have the recall done. Customer states they completed the recall and gave the vehicle back to her she drove the vehicle for about a day and when she went to operate the vehicle it wouldn t start. Customer states the vehicle were Towed to the dealer for diagnosis and were informed by the dealer that the vehicle will need a part that is backorder.

Briefly summarize what the customer is expecting: Customer expecting to have a Rental vehicle until her vehicle is repaired
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: declined
 Reassigned to 96R

Customer called to seek assistance for a rental vehicle. Agent informed customer that this case has already been assigned to a CM Torion TB731 and transferred customer over to extension #4720314
 Caller called back in to get more information on the rental vehicle.
 Agent advised the caller that the Rental department will be in contact with the customer at the end of today s business day.
 CAC is approving 3 days of rental for customer. Agent contacted Greenway to see if rental was available but the rental department was closed.
 Agent provided CAIR number to the customer to forward to the rental deprment as well.
 Rental has been approved for 3 days direct to Dealer needs to be sent.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.
 CM calls dealership to confirm repairs are complete. SA states that the repairs are complete and vehicle is with customer. CM thanked SA for time.
 2nd attempt made to contact customer. Left message.
 Customer states that she has a couple of complaints with the way she was treated and what has been going on with her vehicle. Customer states that when she requested a rental vehicle she was told she would hear back by 8pm EST same day but never heard anything. Customer states that she called twice and the second time she called CAC approved 3 day rental. Customer states that after she received her vehicle back from recall # M11 being completed the vehicle started stalling out. Customer states that she had vehicle towed to dealer 41007 and had to keep calling them for updates on her vehicle. Customer states that dealer told her the

fuel pump needed to be replaced. Customer states that dealer 41007 charged her \$20 for fuel because dealer states there was no fuel in the gas tank even though fuel gauge stated half a tank. Customer states that since the recall was completed it caused these other issues. Customer states she does not feel she should be charged for the \$20 in fuel. Customer states she knows it is only \$20 but it is the principal of the fact. Customer states you should be able to trust the fuel gauge on a brand new vehicle.

Customer seeking complaint to be filed and reimbursed for \$20 in fuel.

Agent advised customer she would receive a phone call no later than 8pm EST tomorrow.

Transferred customer to 855-525-5085 ext 4720314.

Customer calls to speak with their Case Manager. Transferred to CM at ext 4720314.

Briefly summarize why the customer is contacting Chrysler: Customer states she would like to speak with CM in regards to the case. Customer states she was advised on the 27th she would receive a call within one business day and has not heard anything from anyone. Customer would like the CM to contact her as soon as possible at [REDACTED] or [REDACTED].

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

Agent advised customer a note would be left on file for the CM to contact her back as soon as possible.

Customer called in seeking to speak to another case manager. Customer states she can never reach CM. Customer states she wants to speak to somebody now. Agent advised customer e-mail was sent to case management department and would be receiving a call back. Customer agreed.

CM spoke to customer regarding CAIR. Customer was upset at the way she was treated by the dealership. CM apologized to customer on behalf of Chrysler Group LLC and offered the customer a LOF SC. CM thanked customer for time and loyalty.

Customer Assistance Inquiry Record (CAIR)#

22353576

VIN	1C4NJRBB4	CD	Open Date	06/22/2012	Built Date	11/11/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/12/2011	Mileage	7	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				

Dealer	44561	BROWN'S DODGE CHRYSLER				
Dealer Address	960 HILTON HEIGHTS RD STE B					
Dealer City	CHARLOTTESVILLE	Dealer State	VA	Dealer Zip	22901	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	CHARLOTTESVILLE VA	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Air Bag - Activation - Front Passengers Side	Air bag did not deploy correctly
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

CPS Survey Record Received Date: 06/22/2012

Survey Number : CD54033903

Quality Survey ID Number: 210496983

Survey Date : 06/21/2012

VIN Number : 1C4NJRBB4CD

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Service customer pay

CPS Score : 4

Survey comments:

I have one that s great and one that s horrible. It had a bad hill holder feature that caused me to get into an accident. It stalls regularly. I m being told that it s just a design issue. It s not anything that they can do anything about. There s a hill holder feature on it. What that caused to happen was the person who is driving the car, the brakes kick in when you got the clutch depressed. You put it in gear. It stalled. We got t-boned by a Lincoln, which is a pretty big car. It was a very bad accident. I think that the design of that vehicle is flawed. I m very dissatisfied with it.

Update address - NO email listed.

***** CASE MANAGER TEAM - District ? Z Û *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, . Customer stated that the vehicle has been repaired but he is not satisfied with the repair and is working with his insurance company and the repairing facility. Customer also wanted to report that the passenger was injured because the air bag did not deploy quickly enough and he was injured. The air bag then deployed forcing him into the driver (customer) causing additional injury. Writer advised customer that writer would like to put him on hold to research next step and customer requested that writer call him back as he was driving. Writer agreed. Writer will offer to provide contact information and correct branding on next call.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Response to Survey 22353576

Briefly summarize what the customer is expecting:

Customer unstands that insurance company is handling his concerns.

****End structured narrative T2 - Beginning Narrative

Writer contacted customer and advised as the vehicle has been repaired that his concerns will be noted and the case will close. Customer understood.

Customer also stated that he has contacted an attorney.
CLOSED LOOP UPDATE - no need for additional follow-up.
The AnswerCONNECT article that was referenced to provide the answer to
the
customer was # 18819.

Customer Assistance Inquiry Record (CAIR)#

22356939

VIN	1J4NT1GA2	BD	Open Date	06/25/2012	Built Date	11/09/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	11/29/2010	Mileage	23,000	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	65666	SUNCOAST CHRYSLER JEEP INC				
Dealer Address	8755 PARK BOULEVARD					
Dealer City	SEMINOLE	Dealer State	FL	Dealer Zip	33777	

Owner	[REDACTED]					
	[REDACTED]				Home Phone	[REDACTED]
	PINELLAS PARK FL [REDACTED]				Country	UNITED STATES

Product - Brakes - Unknown - Noisy - Unknown	Brakes are squeaky
Product - Electrical - Power Windows - Other - Unknown	Power windows not rolling up
Product - Steering - Steering Wheel / Column - Other - Default	Steering wheel locks up
Product - Suspension - Unknown - Other - Unknown	Vehicle jerks when stopped
Product - Unknown - Unknown - Stalling - Default	Vehicle stalls

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

Unhappy with 2011 Jeep Patriot.

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

Hello. I am contacting you because my 2011 Jeep Patriot is the worst car I have ever bought. I got my Jeep on November 30th, 2010. I put \$14,000 down for it, plus traded in my 2004 Mitsubishi Eclipse. Over the last year, my car has not been functioning correctly. The brakes are squeaky, my steering wheel locks up, and it stalls (which baffles me because it is an automatic), and at one point, I was having electrical issues, such as my power windows not rolling up. As of yesterday, when I come to a stop, my Jeep jerks forward. When I was backing out this morning, it sounded like something broke in the transmission. I am very unsatisfied with this vehicle. I have taken it to the dealership several times to get it checked out by the mechanics, but all they tell me is that 'the check engine light will come on.' One, they do not drive my car; two, I know there is something wrong with it which makes feel very unsafe driving it. Another option they told me is that I can drop my car off at 7am and not be able to pick it up until 5pm. I have already done that once, which was a slap in the face when they told me everything was fine. They told me to drop it off again when I complained last time. I am a busy college student, and do not have the time to be in accessible to a vehicle. I am not an aggressive driver, nor do I put wear and tear on my vehicle. I will never own another Jeep nor look at one. Can you please assist me.

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

Under Full Warranty.

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center regarding your 2011 Jeep Patriot.

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

yours are one way we have to learn of problems that may develop and improvements desired by customers.

Due to the nature of your concern, I would like to discuss this matter with you in more detail.

My name is Alana 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: 22356939

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

My direct extension: 4718158

My work hours are: Monday-Friday, 09:30 AM-06:00 PM Eastern Standard Time.

I will contact you in one business day by telephone to review your case with you. I will attempt to contact you at the phone number provided in your email at [REDACTED] within one business day. If you wish to be reached at an alternative number, please respond to this email so that I may update your file appropriately.

Sincerely,

Alana

Customer Service Representative

Jeep Customer Assistance Center

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

I look forward to your phone call tomorrow. Instead of calling my home phone (bad reception). Can you call my cell phone? The number is [REDACTED]. It is a different area code from my home phone. Thank you.

Sent from my iPhone

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

No answer needed, Agent will be contacting the customer within one business day.

*****END OF CAC EMAIL RATIONALE*****

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

Agent spoke to the customer and confirmed all the issues happening with the vehicle.

1. Brakes squeaky;
2. Steering wheel locks up;
3. Vehicle stalls;
4. Power windows not rolling up;
5. Vehicle jerks when stopped.

Agent stated that the vehicle still has remaining basic warranty with the exception of the brakes which was a 12 month/12,000 mile warranty. Agent suggested that the customer make an appointment at an authorized dealer. Customer explained that she has brought the vehicle to the Suncoast Chrysler dealership several times and they always state that there is nothing wrong with the vehicle. Agent stated that the vehicle can be brought to any authorized Chrysler dealership. Customer stated she will contact another dealer in the area to schedule an appointment. Agent requested that the customer notify me by email or telephone indicating the dealer/date/time of the appointment. Customer agreed. Follow up to occur in one week.

*****END OF CAC EMAIL NARRATIVE*****

Waiting for a response from the customer.

Hello again. It is [REDACTED]. I just wanted to inform you that I did schedule an appointment with Suncoast Chrysler in Seminole, FL for tomorrow morning at 8:20 am. I did tell them that we spoke, so hopefully that makes a difference this time.

Sent from my iPhone

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

No answer needed, Agent will follow up with the customer.

*****END OF CAC EMAIL RATIONALE*****

DEALER CONTACT UPDATE - Contact attempt, phone number dialed [REDACTED]. Agent spoke to Julie who indicated that SA Jason took care of the vehicle but that the ticket has been closed. Agent requested at call back with the diagnostic update at 1-877-759-5427 ext. 4718158.

*****END OF CAC EMAIL NARRATIVE*****

CONTACT UPDATE - Contact attempt, phone number dialed [REDACTED]. Agent contacted the customer and left a voicemail requesting a call back.

Agent s message indicated Agent s contact number 1-877-759-5427 and extension 4718158.

*****END OF CAC VOICEMAIL NARRATIVE*****

Post repair - Waiting for customer response.

CLOSED LOOP No need for additional follow-up.



Customer Assistance Inquiry Record (CAIR)#

22358714

VIN	1C4NJRBB1	CD	Open Date	06/25/2012	Built Date	11/18/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/14/2011	Mileage	15,261	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				
Dealer	59766	DEPENDABLE DODGE INC				
Dealer Address	21415 ROSCOE BLVD					
Dealer City	CANOGA PARK	Dealer State	CA	Dealer Zip	91304	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SIMI VALLEY CA [REDACTED]			Country	UNITED STATES	

Corporate - Product Information - Default - Default - Default	Customer vehicle is making a strange noise
Corporate - Company Information Contact - Default - Default - Default	vehicle is shutting down on customer
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that the warranty and lemon laws stipulate that he needs to call Chrysler as well as bringing it to the Dealer. Customer states that the vehicle makes an unusual sound when driving. Customer states the transmission light came on when driving and customer lost power to the vehicle. Customer states that he is bringing the vehicle in for the third time. Customer states that the Dealership only has had the vehicle for 1 day at a time. Dealership has vehicle once again and are trying to find the problem with the vehicle. Customer want to have Chrysler to step in to have a Case Manager call him and discuss this problem

Briefly summarize what the customer is expecting: Customer wants a resolution to his car problems before something major goes wrong and customer has also heard a lot problems exist with these vehicles shutting down and dieign on him. 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 - cannot duplicate or find the problem If a CDJ dealer has diagnosed, what is the dealer name or code? Kirby Chrysler Jeep Dodge Ram of Simi Valley 2350 First St Simi Valley , CA 93065 805-581-9090 Reassigned to 88F

*****T2 email received*****
 Customer [REDACTED] came into the dealership with a concern of a transmission temp light that he states came on on his trip up north and a noise from the transmission after driving over two hours. we scanned the system and no codes were found. Jason states that he had just been driving the vehicle for a good distance and the noise should be present. Service manager road tested fourteen miles with customer and customer could not duplicate the noise or the temp light issue. Customer states that he will be calling Chrysler. We will not attempt a repair until a diagnosis is confirmed and we could not confirm a problem as his concern did not arise.

████████ brought in the vehicle but the owner shows Jo Anne Rivet.

Wayne Davis

Service manager

Kirby CJDR of Simi Valley

*****T2 email ended*****

Contacted dealer 44280 writer left sm a voicemail.

SM called back and stated that he has done everything in his power to try and diagnose the issues and could not find anything wrong with the vehicle. SM stated he took the vehicle on a test drive with the customer, SM stated he did not hear any noises, the car didn't shut off or have any other problems that the customer was stating. SM stated there is nothing further we can do to help this customer due to not finding any problems with the vehicle.

***** CASE MANAGER TEAM - District Q *****

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

Customer states he has already spoken with his CM Heather today. Writer apologized and advised we would let his CM know to re-save her notes regarding their conversation and continue working his case.

Writer contacted dealer 44280, spoke with service manager wayne, writer informed dealer we are going to send this case as an unresolved concern and SM stated that this case cannot be an unresolved concern due to not being able to diagnose the issue and because this is the first time this issue has been brought to the attention of the dealership. SM advised writer to get in contact with the district manager (DM) Jeff Clark to get more information about this.

Writer contacted DM at 949-233-0754. Left voicemail.

2nd attempt made to contact customer. Left message.

████████ called. States he didn't have the CM's EXT. Gave EXT 66309 and transferred to VM. Customer states his CM mention 'options'. Informed that writer does not see options, but will ask CM to call customer back.

Writer contacted customer and advised to have his car taken to dealer 59766, to get a second diagnosis. Customer agreed but asked for rental assistance, writer informed customer that we will be able to assist.

Writer contacted dealer 59766, spoke with SM Bryan Moore, writer informed SM that this customer is going to be bringing in his vehicle for a diagnosis, writer informed SM that this vehicle has been taken in for 3 different diagnosis for the same problems and dealer has not been able to diagnose the issue any of the times. Customer is very frustrated about this and is seeking lemon law if this continues to happen. SM stated that he is very busy for the next week and he does not know when he will be able to schedule an appointment for this issue. SM advised writer to have customer give him a call for SM to get all of the customer's information. SM agreed to assist with rental assistance. Writer agreed to have customer call SM.

Writer dialed 1-805-587-1938, spoke with customer, writer informed customer that the SM Bryan would like customer to give him a call to get more of his information, customer agreed. Writer confirmed rental assistance and advised customer that SM would not be able to diagnose the vehicle before next monday, customer was okay with that and stated he would give the SM a call as soon as he could.

Writer dialed 1-805-587-1938, spoke with customer, customer informed writer that he just dropped his vehicle off at dealership for diagnosis and received his rental. Writer informed customer he will receive a callback when the diagnosis is complete.

Customer calls to speak with their Case Manager. Customer stated that he is not satisfied, has taken to 4 different dealers:

Kirby twice

Campbell once

Dependable once (still there)

Customer stated that he has had to fight to get a loaner or rental.

Customer wants his money back on his Jeep, and will not ever want a Jeep product. Customer's vehicle is at DEPENDABLE and he wants to make it clear that he doesn't want his Jeep back until it is fixed, and he was told that it is ready to be picked up and there is nothing wrong with it.

Customer stating that his transmission heat light came on and then had to floor it to go 5 miles per hour. Customer stated that he almost missed his 150 mile backpacking trip because of his vehicle breaking down.

Customer stated that if the customer service people were in every aspect of Chrysler that he would still want his vehicle, but he has been treated badly at the dealers, they are telling him that nothing is wrong with his vehicle. Writer advised that she would have him go through the buy back

NOTE: tried to get customer to CM s VM, did not work.

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

CONTACT UPDATE - [REDACTED] Left the customer a message letting them know we are escalating there case to the department to have their request reviewed.

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Vehicle is shutting down on customer

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 system shows one repair and 2 days out of service.

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).

071012 reassigned to am jsc9 to review and respond to owners request for lemon law relief tmt

Note: as per owners manual page 307

'During sustained high speed driving or trailer towing up long grades on hot days, the automatic transmission oil may become too hot. If this happens, the transmission overheat indicator light will come on, and the vehicle will slow slightly until the transmission cools down enough to allow a return to the requested speed. This is done to prevent transmission damage due to overheating. If the high speed is maintained, the overheating may reoccur, as before, in a cyclic fashion.'

Customer [REDACTED] calling for status on case. Customer informed case was escalated this date to West Business Center. Customer requests callback as soon as possible at [REDACTED] for status update. Writer informed customer request would be documented but no time frame could be provided.

7/13/12 AM JSC9 spoke with customer today. After reviewing file, vehicle does not qualify for lemon law relief at this time. Customer is frustrated that dealerships can t find the issue that customer has been experiencing. Offered to customer to bring to another dealership (David Ellis CJ 66667) to attempt to duloicate customer concern - customer appreciated offer and will be bring vehicle in on Monday July 23 in the AM. Dealership is to have technician drive the vehicle for extended amount of mileage. AM JSC9 is closing and tracking CAIR until resolution is found. JSC9

8/1/12 AM Spoke with SM Jerry on 7/26/12 & after driving 165 miles were UNABLE to duplicate concern. On 7/30/12 Customer was experiencing noise again while driving near Kirby CJDR. Customer pulled in and after test drive and diagnosis was able to determine the concern and vehicle was repaired and returned to customer. SM states that customer is happy that this is behind him and customer is satisfied. JSc9 is turning off tracking and closing CAIR. JSC9

Customer Assistance Inquiry Record (CAIR)#**22360624**

VIN	1J4NF1GB7	BD	Open Date	06/26/2012	Built Date	01/20/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	07/15/2011	Mileage	26,639	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				
Dealer	42468	COWBOY DODGE INC				
Dealer Address	1121 EAST LINCOLN WAY					
Dealer City	CHEYENNE	Dealer State	WY	Dealer Zip	82001	
Owner		Contact Type	ROADSIDE			
Address	N/A	Home Phone				
	BOULDER CO null	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-06-26
Road Side File Created 06-26-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-25 S 1121 EAST LINCOLN WAY
EXIT 8B
CHEYENNE CHEYENNE
WY USA WY
STALLED 2 PASSENGERS WITH THE TOW DRIVER I 25 A
DEALER CODE : 42468 COWBOY DODGE INC

Customer Assistance Inquiry Record (CAIR)#
22367050

VIN	1J4NT1GB6	BD	Open Date	06/27/2012	Built Date	11/24/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	02/07/2011	Mileage	30,000	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7 BRIGHT WHITE CLEAR COAT					
Engine	ED3 2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD					
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MARMADUKE AK [REDACTED]				Country	UNITED STATES

Product - Electrical - Engine Wiring - Other - Default	Customer states the engine wiring caused a fire
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Briefly summarize why the customer is contacting Chrysler: Mr. [REDACTED] called to document a problem he had with his vehicle. The agent updated the ownership information as the customer is the new owner of the vehicle. The customer stated that while driving down the road the vehicle shut off, he pulled off the road and there was smoke came from under the hood and then the engine caught fire for about 5-7 minutes and went out by itself. The customer stated that the vehicle was towed to the Bayird dealership (dealer code 60488) who are going to be assisting him with repairs. The customer stated that the dealership has informed him that the cause was the wiring insulation which they believe was a factory defect. The agent asked the customer if he wanted assistance to which he replied that he did not at this time as the dealership was helping him.

Briefly summarize what the customer is expecting: The customer wanted to document the problem he had.

Customer Assistance Inquiry Record (CAIR)#

22371530

VIN	1C4NJRFBX	CD	Open Date	06/28/2012	Built Date	12/14/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/12/2012	Mileage	5,000	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PLB					
Engine	ED3					
Transmission	DHD					
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	DENVER CO		Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Stalling - 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
 Customer called and stated that they have only owned their vehicle for 3 months and already is having major problems with the vehicle. Customer states in the last two weeks the vehicle has stalled while driving leaving her stranded twice. Customer states that the vehicle had been fixed by the dealership once already where they had replaced a fuel pump and is at the dealer currently for the second time. Customer was informed that Chrysler is aware of this problem. Customer states that she does not feel safe in this vehicle anymore and does not trust it. Customer feels it is a safety hazard and is unacceptable. The dealer was offering a trade in but they were offering it as if the customer was trading it in because they did not want it and feel it is not fair. Customer wants to file 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]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back or replacement? Replacement
 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: 22371530
 Your vin # 1C4NJRFBX [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

Dodge, regarding customer's stalling concern. Service manager advised he was contacted by someone at Chrysler regarding this case but did not get a name or a phone number. Service manager advised the vehicle is in for repair and the vehicle seems to stall after the fuel gets below a quarter tank. Advised service manager I did not see any information regarding a contact in the CAIR notes but do recall a similar case where there was a service bulletin that was a thought starter for the same concern. Found service bulletin from previous case and provided contact information to service manager for TIm13. Advised service manager to open a STAR case and I will escalate to TAPS for assistance. Service manager understood and was very appreciative of my assistance. Advised service manager I will contact him tomorrow to follow up. **Follow up with customer and dealership regarding TAPS escalation.**

* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. *** MD1172

7/2/12 Received incoming call from Bob, Service manager at Fort Collins who advised he was able to speak with the TA (TIm13) and he advised they order a fuel transfer tube which should address the stalling issue.

Service manager advised he does not need to open a STAR case since he was able to reach the TA. Advised service manager I will follow up with him tomorrow afternoon to check on the eta of the part. Service manager advised he will contact the customer to give her a status update.

Follow up with dealership to check on eta of part. MD1172

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

7/3/12 Spoke to Bob, Service manager at Fort Collins, who advised the part should arrive either Thursday or Friday this week.

-Spoke to customer to advise the parts are expected to arrive later this week and that I will contact customer at that time. **Follow up with customer on 7/5 regarding parts.** 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 *****

PARTS EXPEDITING

on 2012-07-05 @ 14:50

7/5/12 Spoke to Ray parts manager at Fort Collins Dodge who advised the part is not due to arrive until next week. Advised parts manager I can expedite the part to see if we might be able to get it there sooner. Requested parts manager to put in a special request and I will put in a parts expediting request.

PART TO BE EXPEDITED

Part Name: Fuel Transfer Tube

Part Number: 5105327AA

Order Number: 81898

CAIR# 22371530

Customer Name: [REDACTED]

VIN: 1C4NJRFBXC [REDACTED]

Mileage:5,600

Vehicle Issue: intermittent stalling concern

Dealer Location: Fort Collins Dodge, 3835 S College Ave, Fort Collins, CO 80525

Dealer Phone: 970-226-5340

Service Manager: Bob Lee

Days in for service: 10

-Spoke to Ray, parts manager to get the parts number and order number to put in for expediting and parts manager said he updated to special handling and was advised the part will be sent overnight and should arrive tomorrow.

-Spoke to Bob, service manager at Fort Collins to advise the parts have been expedited and I spoke to the parts manager who said the part is being overnighted and should arrive tomorrow. Advised service manager I have sent a expediting request just to be sure we have covered all the bases. Advised service manager I will be out of the office tomorrow but will contact him on Monday 7/9.

-Spoke to customer to advise the part is expected to arrive tomorrow and I will be out of the office but will follow up with her on Monday 7/9.

Customer requested I consider reimbursement for hotel and fuel when vehicle stalled on her vacation. Requested customer send a copy of the hotel and fuel receipt and I will review that with my team on Monday and get back to her. Customer understood and had a pleasant demeanor.

Follow up with dealership and customer on 7/9 regarding repair.

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

7/9/12 Spoke to Bob, service manager at Fort Collins Dodge regarding repair status. Service manager advised the parts arrived on Friday and the vehicle was picked up on Saturday.

-Spoke to customer who advised she picked up the vehicle on Saturday and everything seems to be fine at this time. Advised customer I received the e-mail with the payment reimbursement request for the hotel and fuel incurred when the vehicle broke down. Advised customer I will review her request with my partners and follow up with her in a few days after she has had time to test drive the vehicle. Customer understood and was appreciative of my assistance. **Follow up with customer on 7/ 12 regarding test drive and CRO. ** MD1172

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

7/10/12 Spoke to customer to advise that her request for payment reimbursement for the hotel and fuel have been approved and will be included in the check along with the one month payment reimbursement. Verified customer's address and advised I will be in contact with her when the check has been processed and ready to mail. Customer advised she the vehicle has been operating fine at this time and was appreciative of my call. ** Follow up with customer when CRO is processed and ready to mail. ** * Offered customer one payment reimbursement of \$235.53 plus cost of hotel (\$81.00) and fuel (\$34.72) for customer satisfaction. Customer accepted offer and was satisfied with the CRO. ***MD1172

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

***** START OF SUPPORT ESCALATION by T8692JS*****

order shows received at dealer 7/6/12 UPS TRACKING# 1Z5211E00161994789

***** END OF SUPPORT ESCALATION ***** by T8692JS

7/11/12 Emailed tjb16 requesting to process the customer's payment reimbursement in the amount of \$351.25 (payment, hotel and gas). Follow up regarding reimbursement on 7/13/12. CM

Order 81898 for dealer: 60415 for part: 05105327AA has been resolved. 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 \$351.25 has been issued and mailed to the customer. CM

7/17/12 Spoke with the customer, advised that the payment reimbursement was processed and mailed. The customer advised that she has already received the payment. Ld422

7/20/12 Customer has been provided one month payment reimbursement of \$351.25 for customer satisfaction. Customer was very satisfied with CRO and there are no issues with vehicle at this time...CLOSING CAIR AND I2R CASE.

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

Customer Assistance Inquiry Record (CAIR)#**22373616**

VIN	1J4NT1GB4	BD	Open Date	06/29/2012	Built Date	01/21/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	01/24/2011	Mileage	38,200	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	43012	CERRITOS DODGE INC				
Dealer Address	18803 STUDEBAKER ROAD					
Dealer City	CERRITOS	Dealer State	CA	Dealer Zip	90703	
Owner				Contact Type	ROADSIDE	
Address	N/A			Home Phone		
	PARAMOUNT CA null			Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-06-29

Road Side File Created 06-29-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

CARSON CERRITOS

CA USA CA

VEH IS BLACK. START/STALL ISSUES. @WELLS FARGO

DEALER CODE : 43012 CERRITOS DODGE INC

Customer Assistance Inquiry Record (CAIR)#**22377097**

VIN	1J4NT1GB8	BD	Open Date	06/30/2012	Built Date	07/13/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	10/08/2011	Mileage	14,409	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	60160	HAYES CHRYSLER DODGE JEEP OF	BALDWIN, INC.
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Dealer Address	3660 GA HWY 365		
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Dealer City	BALDWIN	Dealer State	GA	Dealer Zip	30511
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Owner		Contact Type	ROADSIDE
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Address		Home Phone	
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ALTO GA		Country	UNITED STATES
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Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2012-06-30
Road Side File Created 06-30-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
STATE HIGHWAY 365 3660 GA HWY 365
STATE HIGHWAY 52
LULA BALDWIN
GA USA GA
EXXON,/VEH IS STALLING/EXXON 4504 CORNELIA HIGHW
DEALER CODE : 60160 HAYES CHRYSLER DODGE JEEP OF

Customer Assistance Inquiry Record (CAIR)#**22378945**

VIN	1C4NJRCB6	CD	Open Date	07/02/2012	Built Date	10/29/2011
Model Year	2012	Body	MKJH74	JEEP PATRIOT LIMITED 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/06/2012	Mileage	13,000	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	PRINCE GEORGE UT null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-01
Road Side File Created 07-02-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-15 S 1724 HILTON DR
STATE HIGHWAY 17
HURRICANE ST GEORGE
UT USA UT
VEH STALLED, SOUTHBOUND, ROUGHLY NEXT EXIT IS HWY
DEALER CODE : 45467 STEPHEN WADE AUTO CENTER

Customer Assistance Inquiry Record (CAIR)#**22378966**

VIN	1C4NJRBB9	CD [REDACTED]	Open Date	07/02/2012	Built Date	03/28/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/27/2012	Mileage	1,661	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				
Dealer	26768	PLANET JEEP OF FLAGSTAFF				
Dealer Address	2608 N WEST ST					
Dealer City	FLAGSTAFF	Dealer State	AZ	Dealer Zip	86004	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	SACRAMENTO CA [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-01
Road Side File Created 07-02-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-40 E 5190 N TEST DR
EXIT 139
ASH FORK FLAGSTAFF
AZ USA AZ
EXIT 139/ US 66,STALL WHILE DRIVING,CUST IS ON 40
DEALER CODE : 26768 PLANET CHRYSLER DODGE JEEP RAM OF

Customer Assistance Inquiry Record (CAIR)#**22379504**

VIN	1C4NJRBB2	CD [REDACTED]	Open Date	07/02/2012	Built Date	11/16/2011	
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/31/2011	Mileage	6,500	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION					
Dealer	68128	JAMES O'NEAL CHRYSLER PLYMOUTH	DODGE JEEP EAGLE				
Dealer Address	1634 HIGHWAY 27 NORTH						
Dealer City	BREMEN			Dealer State	GA	Dealer Zip	30110
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	COLUMBIA SC [REDACTED]					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

Rental

MS [REDACTED] requesting to speak with Servicer Contract person to discuss a rental. She was traveling thru GA and stalled out. Transferred to T4011AJ

Customer Assistance Inquiry Record (CAIR)#**22379760**

VIN	1J4NF4GB4	BD [REDACTED]	Open Date	07/02/2012	Built Date	07/08/2011
Model Year	2011	Body	MKJH74	JEEP PATRIOT LATITUDE X 4X4 SPORT UTILITY		
In Service Dt	03/03/2012	Mileage	9,000	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner	[REDACTED]				Contact Type	CERTIFIED LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	WELLINGTON CO [REDACTED]				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	owner states vehicle stalled, also problems with a/c and transmission
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 062712; DATE RECEIVED: 070212

Owner submits a notification card to Chrysler via certified mail and received on 7-02-2012. It states the problems include the a/c shutting off, vehicle stalling, transmission getting hot. Writer notes the previous cair has been sent to 91 for handling. This file will be forwarded to the bc for their information and an acknowledgement letter will be sent to the owner.

WAM forwarding to AM for handling. please handle on merits
 AREA MANAGER HAS BEEN IN CONTACT WITH GENERAL MANAGER AND WAS ADVISED THAT DEALERSHIP TRADED CUSTOMER INTO A NEW VEHICLE WITH A \$1500 TRADE CERTIFICATE. CUSTOMERS NEW VIN# IS CS261461.

Customer Assistance Inquiry Record (CAIR)#**22381076**

VIN	1C4NJPBA4	CD [REDACTED]	Open Date	07/02/2012	Built Date	11/12/2011
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	12/06/2011	Mileage	13,838	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LOS ALAMOS NM [REDACTED]				Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer said the vehicle lost power and had to be towed.
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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: None
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? 60167
Reassigned to 88F
Writer took call from Customer Mrs. [REDACTED] who stated would rather not deal with same CM as before SH950 writer advised can request a new CM but unable to guarantee.
Writer re-assigning case to MW731 as per TB618.
***** CASE MANAGER TEAM - District O *****
writer called dealer and talked to service manager al and he advised that the transmission technician took the car for a drive and was not able to duplicate the issue. sm advised that more attempts will be made as well as computer diagnosis.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
Customer (Mrs. [REDACTED]) calls to speak with their Case Manager.
Customer stated [REDACTED] is the best number to reach customer.
Customer Email address: refused, customer would prefer phone communication.
Writer transferred customer to ext. 66382 to leave VM for CM.
Writer took call from customer and advised that rental will be extended to Friday.
Writer called dealer and left a message for sm al about rental extension.
Agent attempted to contact dealer Service Manager Tim, however, SM not available. Left message for a return call at extension 66382.
Writer attempted to contact customer, message left.
Writer called dealer and left a message for zeik advising of rental extension.
*** E-mail: Declined by caller ***
[REDACTED] requesting to speak with Case Manager. Transferred to DV248
Writer states customer called and stated the rental is duo back today.
Customer was inquiring if a STAR case has been opened. Writer advised customer CM has attempted to reach dealer. Writer advised customer 1 day of rental will be authorized until CM gets back in the office tomorrow.
Writer called dealer 60167. Writer left message stating 1 day of rental is authorized.
[REDACTED].
Writer called dealer and left a message for service manager al
writer called customer and advised that a message was left for the service manager.
[REDACTED] calling to speak with case manager MW731. Writer transferred customer to ext 66382 to leave a voice mail if cm is not available.
Writer took call from customer asking to speak with case manager. Writer

advised customer that her case manager, Matthew, had gone home for the day, but will call her back tomorrow as soon as he is able. Customer understands and stated she d call him as well tomorrow.

Caller requesting to speak with Case Manager. Transferred to Case Manager AD1031 ex 66201.

The writer took a call from the customer, and the customer wants to know what is going on with the vehicle, as the rental is due back today. The writer states would like to call the dealership, then call the customer back. The customer wants to remain on hold. The writer put the customer on hold, and stated customer would be on hold for about 10 minutes. The writer left a VM for both Tim the service manager and the service advisor working on the case. The writer advised that the writer was calling on behalf of MW731, and would like an update. The writer also left on both messages that the writer would approve extending the rental for another day if needed.

The writer thanked the customer for holding and stated that the writer could not get hold of the service manager (SM) or service advisor (SA) working on the vehicle. The writer states will advise MW731 of the customer s call, and stated will get the rental extended for one day if needed. The writer will see if MW731 can call the customer back today. Writer emailed area manager.

cell #
customer called dealer and asked if customer could leave car at dealership service manager AI is OK with that.

Writer advised customer that is OK.

Writer spoke to Area Manager (AM) and SM, Albert, on a conference call. Writer informed AM that customer has concerns with the noise that the vehicle makes after driving for about 3 hours and then has a hard time keeping up speed and that customer states that she does not feel safe driving vehicle anymore and was wanting it towed.

AM stated that since the dealership has not been able to duplicate the customer s concern that customer should take vehicle to another dealership for a second set of eyes to look at vehicle and that the vehicle should be driven by customer down there are a time when customer has verified with the dealership that they will be available so after the hour drive, a technician could go with customer for a drive while it is still hot to see if it will help in diagnosing.

Writer informed AM that the last conversation that Writer had with the customer, customer had been agreeable to going with her husband next time he went out of town since her kids were out of school and then she could drop her husband off for his work and she could take vehicle into a local dealership, but did not know what had changed since then so that customer does not feel safe now.

Customer called in and asked what had been discussed writer advised that the car needs to go to another dealership to have it looked at the dealer the customer will be going to is Casa cjd 26793

Customer calling to speak with available CM. Writer transferred.

Customer stated would like to know if the vehicle can be taken to the dealer another way. The customer is afraid to drive the vehicle due to breaking down last time. Customer stated lives a ways away from the dealer. Customer can not leave children home to take vehicle in, and is afraid to have the children in the vehicle. Customer would like a call back today. Writer informed would let CM MW731 know about call back but could not make any guarantees about the call back.

best number

Caller Mrs requesting to speak with Case Manager.

Transferred to:

nic MW731

Writer took call from customer and advised that because attorney was retained she would need to work thru the attorney that was retained.

Per notes in case # 22418548 writer is resigning case to 82s

Warranty Litigation matter opened.

Per OGC Matrix, reassigned to 82T.

7/17/12 FORWARD TO WARRANTY LITIGATION. PAG

Customer Assistance Inquiry Record (CAIR)#

22383325

VIN	1C4NJRFB3	CD [REDACTED]	Open Date	07/02/2012	Built Date	05/18/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	06/15/2012	Mileage	0	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PLB					
Engine	ED3					
Transmission	DAW					

Dealer	62590	TWIN RIVERS CHRYSLER-JEEP-DODGE,	INC
Dealer Address	529 W COURT		
Dealer City	BEATRICE	Dealer State	NE
		Dealer Zip	68310

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BEATRICE NE [REDACTED]	Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Fuel System - Fuel Tank - Other - Default	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 07/02/2012

Survey Number : CD68745501

Quality Survey ID Number: 211023789

Survey Date : 06/19/2012

VIN Number : 1C4NJRFB3CD [REDACTED]

Mapping Class : Non-Legal/Non-Dealer

Event Type : Vehicle sale

CPS Score : 0

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

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

[REDACTED]. Left message.

Customer [REDACTED] called and wanted to complete a survey. Writer transferred customer to CJ285 at extension 66134.

[REDACTED] called. Writer transferred to CJ285.

Writer received a call from the customer. Customer stated that the vehicle died on him on the freeway. Customer stated that the vehicle was towed to dealership 62590. Customer stated that he was out of town for a few weeks. Customer stated that he contacted the dealership this morning and he was allegedly informed that the vehicle stalled due to the extreme heat. Customer stated that the fuel pump was bad and needed to be replaced. Customer stated that the dealership stated that repairs are complete, however, they are doing road tests today to make sure everything is working properly. Writer stated that a call to the dealership would be made to verify the repairs. Writer provided CAC number to the customer if there are any further questions or concerns. Writer contacted the dealership and spoke with the Service Manager Vic. SM stated that they replaced the fuel pump and a crossover tube inside the fuel tank. SM stated that the vehicle lost fuel pressure while driving. SM stated that they were advised by a Chrysler technician to replace the crossover tube. SM stated that repairs are completed and they have contacted the customer to advise the vehicle is ready to be picked up.

Writer contacted the customer and left message wanting to follow up on the repairs and to see if he has the vehicle back.

Writer contacted dealership and spoke with the service manager Vic. SM stated that the vehicle is complete, however, it is still at the dealership. SM stated that they have contacted the customer and were informed that the customer is on vacation and will pick up the vehicle when he arrives home.

Writer received a call back from the customer. Customer stated that he

will plan on getting the vehicle on Saturday 7-14. Writer advised that a follow up would be made on 7-16 to see how repairs went. Customer understood.

Writer contacted the customer and left message. Writer is following up to see how the repairs went.

Writer spoke with the customer. Customer stated that he did pick up the vehicle and repairs were complete. Customer stated that everything seems to be going ok. Writer advised that the case would be closed, but advised customer to contact CAC back if there is any further questions or concerns. Customer asked for an email to be sent to

[REDACTED] with CAC contact information.

Status update provided via email to the following email address:

[REDACTED]

Mr. [REDACTED]

The number for the Jeep Customer Assistant Center is 877-426-5337. Please feel free to contact us at any time if you have any further concerns or questions regarding your 2012 Jeep Patriot.

Thank you,

Christa

End of Status Update

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#**22384686**

VIN	1C4NJPFA	C [REDACTED]	Open Date	07/03/2012	Built Date	12/22/2011
Model Year	2012	Body	MKTM74	JEEP PATRIOT LATITUDE FWD SPORT UTILITY 4-DOOR		
In Service Dt	01/28/2012	Mileage	6,000	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM					
Engine	ECN					
Transmission	DHD					
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PELHAM AL [REDACTED]				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

vehicle keeps stalling

Briefly summarize why the customer is contacting Chrysler: Mrs Wainwright called in and wanted it documented that they are still having problems with the issue of stalling. Agent advised customer Star is looking into the issue and we have to wait for them to diagnose. Briefly summarize what the customer is expecting: Customer will keep in contact with the dealership to find out the progress with her vehicle.

Customer Assistance Inquiry Record (CAIR)#**22385922**

VIN	1J4NT1GA6	BD		Open Date	07/03/2012	Built Date	11/19/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	01/05/2011	Mileage	13,500	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	26633	FERMAN JECF OF NEW PORT RICHEY					
Dealer Address	3939 US HWY 19						
Dealer City	NEW PORT RICHEY			Dealer State	FL	Dealer Zip	34652

Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NEW PORT RICHEY FL					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default

Customer stated vehicle stalls

Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler stating the vehicle has been to a chrysler dealership 5 times for the same problem. Customer stated the vehicle stalls and the dealership can not figure out the problem.

Briefly summarize what the customer is expecting: Customer was expecting chrysler to file her complaint incase she calls back to file for lemon law. Agent informed the customer that the complaint has been filed.

080812 SEBC WILL BE CONTACTING OWNER IN RESPONSE TO MVDN RECD. SEE CAIR 22498570.

Customer Assistance Inquiry Record (CAIR)#**22389598**

VIN	1C4NJRBBX	CD [REDACTED]	Open Date	07/05/2012	Built Date	01/06/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/13/2012	Mileage	6,620	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	[REDACTED]
	TOWNSEND DE [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-05
Road Side File Created 07-05-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-66 E 7308 CEDAR RUN DR
CONNECTING ROAD
THE PLAINS WARRENTON
VA USA VA
STALLED WHILE DRIVING--MM 33.6,2 ADULTS 2 CHILDREN
DEALER CODE : 60369 SAFFORD CHRYSLER JEEP DODGE OF

Customer Assistance Inquiry Record (CAIR)#**22392590**

VIN	1C4NJPBA6	CD [REDACTED]	Open Date	07/05/2012	Built Date	05/09/2012
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	06/16/2012	Mileage	300	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	TACOMA WA [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states his vehicle idles very low.
--	---

Customer states that his vehicle idles very low. Customer states that when it is idling so low the vehicle stalls. Customer states that it aggravates people behind him a lot. Customer states dealer 45465 told him that is the standard idle on that vehicle. Customer states he is going to wear out the clutch driving it the way he needs to be able to not stall the vehicle.

Customer seeking assistance getting the idle adjusted on his vehicle.

Agent advised customer 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: 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? 45465

Reassigned to 88F

Customer Assistance Inquiry Record (CAIR)#**22396056**

VIN	1C4NJRBBX	CD [REDACTED]	Open Date	07/06/2012	Built Date	12/20/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/25/2012	Mileage	4,900	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	60180	WALKER CHRYSLER JEEP DODGE				
Dealer Address	95 LOOP ROAD					
Dealer City	CENTERVILLE	Dealer State	OH	Dealer Zip	45459	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	JACKSON CENTER OH [REDACTED]	Country	UNITED STATES			

Corporate - E-Reimbursement - Default - Default - Default	Customer seeking reimbursement for a rental vehicle.
Product - Drivability - Unknown - No Start - Default	Vehicle died while being driven and will not re-start
Corporate - Rental Vehicle - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer states that he was traveling for the 4th of July and their Jeep suddenly died. Customer states that they were 200 miles from home, so they had AAA tow the vehicle as close to home as they could get within their coverage. Vehicle is at dealer # 60180. Customer states they are now in a rental vehicle and would like Chrysler assistance with the rental.

Briefly summarize what the customer is expecting: Customer is seeking Rental assistance.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Customer email address for case updates: customer declined Reassigned to 88R

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer attempted to contact the SM, but he wasn't available. Writer left a message requesting a callback.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message indicating a Case Manager would follow up Monday.

LEE R HOMAN requesting to speak with Case Manager ND181. Writer transferred caller to ext 66253 VM.

Writer contacted dealer 60180. Service Manager Harold. Need to get to SM phone. Hang up and will call right back. Writer agreed.

Writer contacted dealer 60180. Service Manager Harold. The dealer found no codes, and could not duplicate any concerns. Invoiced on Friday, but the repair order is still open. Not sure if the customer has picked up the car yet.

Writer contacted dealer 60180. Service Manager Harold. The dealer found no codes, and could not duplicate any concerns. Invoiced on Friday, but the repair order is still open. Not sure if the customer has picked up the car yet.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer is at the dealer to pick up the vehicle at this time. Customer has talked to the service manager Harold. No repair was made as the dealer could not duplicate the concern. Customer is asking to be reimbursed for rental cost as the customer was 200 miles from home and traveling for the 4th of July. Writer advised that writer would need

customer email address to send a link that customer could scan documents and the customer can send the RO and proof of payment for the rental. Writer advised that contact would be made when the documents have been received. Customer agrees, customer email is: lee_homan@hotmail.com

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

██████████ on 2012-07-09 @ 13:02

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

██████████ on 2012-07-09 @ 13:03

Writer attempted to contact customer, left message informing customer link is good until 7/16/12. Writer stated that CM will follow up on that day to discuss resending link if documents have not yet been received. CM to follow up with customer on 7/16/12.

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

Customer Document Reviewed.

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

██████████ on 2012-07-16 @ 16:06

Writer called customer at 937-214-1877. No answer left VM. Writer needs the closing statement from Enterprise. Link has been sent.

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

██████████ on 2012-07-18 @ 15:43

Writer called customer at ██████████. Writer needs the closing statement from enterprise. Link has been sent.

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

Writer contacted Doug, Service Advisor states the vehicle was in Service from 7/5 to 7/7. Towing invoice shows vehicle was towed 7/4. Writer approving \$40/day from 7/4-7/7.

Writer attempted contact customer, dialed ██████████. Left message requesting call back.

Customer Document Reviewed.

Writer contacted customer to verify the customer a address.

██████████. Asked customer to press '0' is writer is not available.

Writer is reimbursing customer the amount of \$310.60. Thank you.

There was no answer to call documented on lines 71-73. VM was left asking for contact back from customer.

Customer seeking rental assistance because Vehicle stalled under warranty.

Recieved rental documents and have review them to show 4 days of rental per guidelines in Warranty Bulletin D-11-53.

\$40 a day for 4 days totals \$160.00 plus towing of \$33.00

Reimbursement total \$193.00

Customer call ██████████ Left message stating address needs to be verified, please contact back.

Writer attempted contact customer, dialed ██████████. Left message requesting call back to CM.

Customer requesting to speak with case manager, KM853, CM was not available, writer was able to conference customer with AS1540 at ext. 66292.

Customer advised Customer of lines 81. Customer states after the repairs the issues happened again. Customer has taken the vehicle to the nearest dealership and they did repair the issue. Customer will like to speak to CM to discuss case.

2nd attempt made to contact customer. Left message.

customer called into the writer to inform the writer that the issue is being covered under warranty and the recall writer want to cover the whole rental the customer is in warranty and will reimburse for the rental

Writer approved check for 306.12.

Customer Assistance Inquiry Record (CAIR)#

22397768

VIN	1C4NJPBB8	CD	Open Date	07/06/2012	Built Date	01/18/2012
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	06/25/2012	Mileage	330	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBU					
Engine	ED3 2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD					
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARION VA				Country	UNITED STATES

Product - Engine - Unknown - Other - Default	Vehicle stalled had to be towed to dealer.
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer stated vehicle stalled on customer with only 330 miles and the dealer is attempting to diagnose the issue.
 Briefly summarize what the customer is expecting:
 Customer wanting to make sure the issue is resolved.
 ****End structured narrative T2 - Beginning Narrative
 Customer states vehicle stalled and had to be towed to dealer 60408. Vehicle only has 330 miles on it. Customer states dealership put customer in a loaner but the check engine light came on and had to return loaner to Dealer. Dealer set customer up with a rental through Enterprise. Customer said the Dealer is trying to diagnose the 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 C
 Preferred Afternoon/Evening call back number is H
 Customer email address for case updates:
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? In process
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60408
 Reassigned to 88F
 Writer contacted customer phone number dialed . Writer left voice mail message. Writer provided phone number , ext 4718296 and CAIR number.
 Writer contacted Freindship phone number dialed . Writer spoke with Don (S/A) who states that the TIPM and PCM were replaced. Don states that the repairs are completed.
 Correction Line 25 should read: Friendship
 Writer contacted customer phone number dialed . Writer left voice mail message stating dealership has been contacted and repairs have been completed. Writer will follow-up with customer to confirm customer satisfaction.
 Writer contacted customer phone number dialed & 276-783-8719. Writer left voice mail message on both phone numbers. Writer states dealership has confirmed vehicle has been repaired and returned to customer. Writer calling to verify customer satisfaction. There is no need to call writer back. However, case will stay open for one week prior to closing it. If you need to contact me, please contact me at 1-855-675-9291, ext 4718296.
 Waiting on call back to confirm customer satisfaction.
 Writer has not heard back from customer. Writer is closing CAIR. Closed Loop-no need for further follow-up.

Customer Assistance Inquiry Record (CAIR)#**22398040**

VIN	1J4NF1GB6	BD	Open Date	07/06/2012	Built Date	07/25/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	08/23/2011	Mileage	11,664	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	OAK FOREST IL	Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	afraid I'm going to get stalled one of these days with the car
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	

CPS Survey Record Received Date: 07/06/2012

Survey Number : BD28283204

Quality Survey ID Number: 211341390

Survey Date : 07/03/2012

VIN Number : 1J4NF1GB6BD

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Warranty Visit

CPS Score : 8

Survey says, 'I m having problems with it. They can t find anything wrong with it, and it keeps doing the same thing. I m afraid I m going to get stalled one of these days with the car.'

***** CASE MANAGER TEAM - District 88Z *****

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

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. The line was connected and then disconnected.

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

Customer Assistance Inquiry Record (CAIR)#**22398499**

VIN	1C4NJRFB5	C	Open Date	07/07/2012	Built Date	01/01/2012	
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/21/2012	Mileage	6,000	Dealer Zone	32	NEW YORK	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7						
Engine	ED3						
Transmission	DHD						
Dealer	68774	MIDSTATE DODGE LLC					
Dealer Address	1365 US ROUTE 302						
Dealer City	BARRE			Dealer State	VT	Dealer Zip	05641
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	CABOT VT					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-07
Road Side File Created 07-07-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
US HIGHWAY 2 1365 US ROUTE 302
STATE HIGHWAY 215
MARSHFIELD BARRE
VT USA VT
STALLED, WILL NOT START;EASTBOUND-AROUND CURVE;;9
DEALER CODE : 68774 MIDSTATE DODGE LLC

Customer Assistance Inquiry Record (CAIR)#**22399611**

VIN	1C4NJPFB0	CD	Open Date	07/08/2012	Built Date	04/03/2012
Model Year	2012	Body	MKTM74	JEEP PATRIOT LATITUDE FWD SPORT UTILITY 4-DOOR		
In Service Dt	05/25/2012	Mileage	3,000	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBU					
Engine	ED3					
Transmission	DHD					

Dealer	07738	SALEM CHRYSLER JEEP DODGE				
Dealer Address	1965 N ELLSWORTH AVE					
Dealer City	SALEM	Dealer State	OH	Dealer Zip	44460	

Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	KENSINGTON OH	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Default - Default

Roadside Assistance Contacted - DATE : 2012-07-08
Road Side File Created 07-08-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2301 14TH STREET SW
MARKET PLACE DRIVE
GREAT FALLS
MT USA
LOC @ HAMPTON INN,LOC @ HAMPTON INN,VEH STALLED WH
DEALER CODE : 07738 SALEM CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#**22399612**

VIN	1C4NJPFB0	CD	Open Date	07/08/2012	Built Date	04/03/2012
Model Year	2012	Body	MKTM74	JEEP PATRIOT LATITUDE FWD SPORT UTILITY 4-DOOR		
In Service Dt	05/25/2012	Mileage	3,000	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBU					
Engine	ED3					
Transmission	DHD					

Dealer	60161	LITHIA CHRYSLER JEEP DODGE OF	GREAT FALLS				
Dealer Address	4025 10TH AVE SOUTH						
Dealer City	GREAT FALLS			Dealer State	MT	Dealer Zip	59405

Owner					Contact Type	ROADSIDE
Address					Home Phone	
	KENSINGTON OH				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-08
Road Side File Created 07-08-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2301 14TH STREET SW 4025 10TH AVE SOUTH
MARKET PLACE DRIVE
GREAT FALLS GREAT FALLS
MT USA MT
LOC @ HAMPTON INN,LOC @ HAMPTON INN,VEH STALLED WH
DEALER CODE : 60161 LITHIA CHRYSLER JEEP DODGE OF

Customer Assistance Inquiry Record (CAIR)#

22401026

VIN	1J4NF1GB6	BD		Open Date	07/09/2012	Built Date	11/19/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/15/2011	Mileage	19,707	Dealer Zone	74	DENVER	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	44744	HUGHES AUTOMOTIVE INC					
Dealer Address	3006 HIGHWAY BLVD						
Dealer City	HIGGINSVILLE	Dealer State	MO	Dealer Zip	64037		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DENVER CO				Country	UNITED STATES	

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking goodwill rental.
Product - Fuel System - Fuel Pump - Other - Default	Vehicle fuel pump is being replaced.
Corporate - E-Reimbursement - Default - Default - Default	travel and hotel expenses reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that she was driving to St Louis, MO and vehicle broke down in Higginsville, MO. Customer states that vehicle is at dealer (44744) and was advised that the fuel pump needs to be replaced. Customer states she is now in St Louis and needs a rental vehicle.

Briefly summarize what the customer is expecting: Customer seeking 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 (cell)
Preferred Afternoon/Evening call back number (cell)

Customer email address for case updates: Declined.
Reassigned to 88R

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

Customer:Original owner/1 new/1 household/no service contract
CONTACT UPDATE - 1st Contact attempt, phone number dialed
spoke to Service Manager John towed in over weekend no diagnosis yet possible sending unit in fuel tank

Writer dialed (cell), Customer will be traveling from Higginsville on 7/16 where vehicle is, customer stated is in St Louis now. Writer did offer reimbursement on rental thru up to 35.00 per day. Customer email address for elink

Writer called John, Service Manager at 44744, who advised the fuel tank sending unit is hanging up on the fuel tank crossover tube. SM John advised the fuel gauge will read at one-quarter tank but the vehicle will be out of gas. SM John advised the customer ran out of fuel due to the concern. SM John advised the part was ordered on 7/9/12 will be two-day air shipped to the dealership. SM John advised the repair should be complete on 7/13/12 and USCAC can call for an update in the afternoon. Writer called John, Service Manager at 44744, who advised the repair was completed this afternoon. SM John advised writer he intends to call the customer to provide the update. SM John stated the customer intends to retrieve the vehicle on 7/16/12.

Writer called customer at . Ms. advised she did retrieve the vehicle and the repair is complete. Ms. stated that she learned the concern is a common problem. Ms. advised she would like to be reimbursed for her train ride and hotel for one night since there was a delay in receiving the part. Ms. advised this was a huge inconvenience. Ms. r advised it will be easier to submit the documents than to review them with USCAC. Writer advised a document

request link will be emailed to address provided. Writer advised the expenses are not a provision of the warranty but USCAC can consider the expenses for customer satisfaction. Writer advised Ms. Lester of the intent to follow-up in 7 days if the documents are not received. Status update provided via email to the following email address:

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

Your Case number: 22401026

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66270

My work hours: 11:00am-7:30pm Eastern Time Monday-Friday

End of Status Update

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

on 2012-07-16 @ 18:02

Writer attempted to contact customer no answer left message advising sending documentation link again to advised will follow up 7/26 to see if documents are in

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

.com on 2012-07-23 @ 17:39

Writer called customer at 303-587-9705. Left message indicating USCAC has not received the needed documents. Writer advised the case will be closed in 7 days if no contact or documents are received.

Status update provided via email to the following email address:

I have not received the needed documents to further review your case. I will keep your case open another 7 days, but I will need to close the case if I don't receive the documents or receive contact. If you need help, please call me at 1-800-763-8422 extension 66270.

Fax - 801-736-3929

Mail - Chrysler Customer Care, P. O. Box 21-8004, Auburn Hills, MI 48321-8004

End of Status Update

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

Writer called customer at . Left message.

Customer Document Reviewed.

Amanda Lester called writer in response to a message. Ms. confirmed the check should be made to and mailed to the address of record. Writer advised the check will be processed and mailing will take approximately 7-10 mailing days. Writer advised the case will be closed once the check is mailed.

1. What has the customer requested? travel and hotel expenses reimbursement
 2. If this is a Recall or Extended Warranty, enter the campaign number.
N/A
 3. If this is for a previously made goodwill decision, what is that CAIR #? N/A
 4. Enter the Mileage at the time of the repair. 19,707
 5. Enter the Date when the repairs were completed. 7/20/12
 6. What is the total cost of the Parts to be reimbursed? N/A
 7. What is the total cost of the Labor to be reimbursed? N/A
 8. What is the total Tax to be reimbursed? N/A
 9. What is the total amount being reimbursed? \$216.29
-

Customer Assistance Inquiry Record (CAIR)#

22406168

VIN	1C4NJRBB4	CD	Open Date	07/10/2012	Built Date	12/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/29/2011	Mileage	7,900	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	45188	UNDERWOOD MOTORS INC				
Dealer Address	2626 CLEVELAND RD					
Dealer City	WOOSTER	Dealer State	OH	Dealer Zip	44691	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	NORTH CANTON OH	Country	UNITED STATES			

Product - Fuel System - Fuel Tank - Other - Default	stalling
Corporate - Reimbursement - Default - Default - Default	wanted to be reimbursed for the cost of gas

Briefly summarize why the customer is contacting Chrysler: Customer said she was driving cross country from Kansas to Ohio. Customer said 2 hours outside of Wichita the vehicle died. Customer took the vehicle to South Star Chrysler. Customer said the dealership could not find anything wrong and that in some instances the vehicle would stop in extreme heat. Customer said she could not get a rental because she was moving and rental agencies do not allow towing. Customer borrowed her daughter's car to finish moving. Customer has to return her daughter's vehicle and then come back for hers. Customer said she has had to pay \$300-\$400 in gas. Briefly summarize what the customer is expecting: To be reimbursed for the cost of the gas put in the vehicle.

Agent apologized and said that we are not able to reimburse the gas money. Customer wanted to speak with a supervisor, however agent said the supervisor would have the same information. Customer said thank you and hung up.

Customer called back. Customer states that she must travel 800 miles to retrieve her vehicle. Customer states that the dealership was unable to diagnose the vehicle. Customer states that the dealership advised her that they had contacted Chrysler corporate and was informed that in instances of extreme heat the vehicle will stall and not start and there is no diagnosis for this issue at this time. Agent advised the customer that Chrysler will not reimburse for the cost of fuel. Customer states she must travel to retrieve her vehicle. Customer asked what guarantee there was that this issue will not happen again. Agent advised the customer that without a diagnosis there are no guarantees that can be made. Agent advised the customer that if she was concerned that the extreme heat of the summer would cause this problem again to minimize the possibility of the heat causing the vehicle to die again that she could attempt to travel later in the evening when it is cooler. Customer again stated that she does not feel confident that this issue will not happen again. Customer disconnected the call.

Vehicle stalled once, with 1/4 tank of gas, and 107 degrees outside. Vehicle could not be restarted by owner, police, or tow driver. Vehicle towed to South Star Chrysler (68527). Owner advises vehicle is ready to be picked up, dealer could find no problem. Owner had to borrow daughter's car to get Uhaul trailer to destination, and then drove daughter's car back to Ohio where she is now living. Owner currently driving daughter's car back to Kansas, to do a vehicle swap, and get back to Ohio Monday. Owner out several hundred dollars for gas, hotel, food, etc....Advised Owner I would call again this afternoon to continue discussion. Customer called to speak with the rep that just called her. Agent was unable to determine who called her. Customer placed agent on hold. Call

Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer. If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference. When repairs are completed, submit your claim as you would normally. If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.

This customer has / has not been informed of this decision.

Please update and/or close CAIR when complete.

#####

breakdown of costs 560.00 rental, 741.50 bodywork, 179.87 fuel tank labor, 198.10 parts

TL received a voice mail from this customer. Called back to customer at [REDACTED] as requested. TL provided fax number for customer to send additional documentation.

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

mm1809@chrysler.com on 2012-08-09 @ 12:06

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

Writer reviewed all receipts, Owner request for 689.90. Check requested Reviewed Documents, Cheque Approved

Customer Assistance Inquiry Record (CAIR)#

22413377

VIN	1C4NJRBB2	CD	Open Date	07/11/2012	Built Date	10/26/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/17/2011	Mileage	13,000	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				
Dealer	68924	SAITTA TRUDEAU CHRY-JEEP-DODGE				
Dealer Address	1541 E WAHKIAKUM AVE					
Dealer City	PAHRUMP	Dealer State	NV	Dealer Zip	89048	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	INDIAN SPRINGS NV			Country	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states electronic throttle control and malfunction light came on
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states vehicle lost power
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking goodwill

Briefly summarize why the customer is contacting Chrysler: Customer states that she was driving down I-15 when the vehicles electronic throttle control light came on and the malfunction indicator light came on and the vehicle lost all power and started to shake. Customer states she was very lucky to get over to the side of the road before they were in an accident. Customer states that Hwy patrol was called as the vehicle was not completely off to the side of the road out of the way of danger. Customer states it was 115 degrees outside stuck on the side of the road with her 65 year old mother and her daughter and was advised by Roadside it would be a 2 hour wait for a tow. Customer states Hwy patrol man advised that she could not wait that long for a tow in the heat. Customer states she got a hold of Triple A to tow the vehicle to PRESTIGE CHRYSLER JEEP DODGE LLC. Customer states dealership is unable to duplicate the problem. Customer states if the vehicle cannot be repaired and reassure her this will never happen again she would like a different vehicle. Customer is terrified to drive her vehicle at this point. Customer states her vehicle has done this before for routine oil changes where it was hesitating to start and then it would finally start.

Briefly summarize what the customer is expecting: Customer seeking rental, and vehicle to be repaired or a new vehicle.

Who has possession of the vehicle? Dealer

Has an authorized dealer diagnosed the vehicle? No cannot duplicate the problem.

If a CDJR dealer has diagnosed, what is the dealer name and code? 45469 PRESTIGE CHRYSLER JEEP DODGE LLC.

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is:

Preferred Afternoon/Evening call back number is:

Customer email address for case updates: N/A

Reassigned to: 88R

*** NEXT AGENT***

Once rental is taken care of please reassign to: 88F

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

Original owner.

Service contracts.

Contacted dealer 45469 at 1-877-245-7808, Service Manager Ty not available, left message.

Writer dialed 805 550 8037 lives 50 miles out of Levgas can wait until

Thurs for the rental.

The writer attempted to contact service manager (SM) Tigh and the service department, but got a constantly ringing telephone. The writer terminated the call and sent SM an email.

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

Writer advised the customer that the writer needs to speak to service first, so that the writer will have an idea of what the writer needs to do. The customer stated that the vehicle stalled, and would not start up. The customer also stated that the check engine light came on, and that the throttle control light came on. The customer states that JR is the service advisor working on the case. The customer also states that the SA states that the vehicle is fine, and starts right up. The customer is not comfortable taking the vehicle back, as the vehicle stalled in 80-mile-per-hour traffic. The writer stated that the writer would speak to service, and then the customer on 7/13/2012. The writer noted that the customer has a service contract that allows for rental.

The writer took a call from service advisor (SA) JR, who states that the vehicle is running fine, and that a STAR case indicates that if there is no concern, then the customer would have to take the vehicle back. The writer states will contact the customer.

Miss Crow called. States she has been told by the dealer that they have not been able to duplicate the issue and she does not want it back until the vehicle is fixed. Writer warm transferred to AD1031.

The writer took a call from the customer and advised the customer that the dealership cannot find a concern with the vehicle. The customer states that the customer has constantly seen concerns of a similar nature stated on the internet. The writer states cannot vouch for outside sources. The customer wants to know what the customer's options are. The writer stated that in the vehicle are booklets that can assist the customer if the customer wants an independent resolution to the concern. The writer states that the dealership will not throw parts at a concern that cannot be duplicated, and if the customer wanted to have the dealership take apart the vehicle, the customer may have to pay for the teardown. The writer states is still researching the concern, and would like to still be able to research the case. The writer states will call the customer back in 2-3 hours.

The writer spoke to service advisor (SA) JR, who states that the concern is not an unresolved concern. The SA states that there is nothing wrong with the vehicle. The SA also states that the customer will be getting an oil change and picking up the vehicle today.

The writer spoke to the customer and advised the customer that the writer will be researching the concern further. The writer stated that due to the newness of the vehicle, the writer would like to look further into the concern (writer will be looking speaking to the area manager, though writer did not tell customer this). The writer states will follow up with customer on 7/17/2012. The customer asked if the customer would get a hard copy of the case. The writer stated no, but that the case will be a matter of record if needed.

1st contact attempt, phone number dialed, [REDACTED]. Left message.

1st contact attempt, phone number dialed, [REDACTED]. Left message.

1st contact attempt, phone number dialed, [REDACTED]. Left message.

1st contact attempt, phone number dialed, [REDACTED]. Left message.

The writer received an email from the area manager (AM) that states the the concern very well may be a function of the vehicle, and that the customer may want to go to another dealership for a diagnosis. The writer further stated that the customer would be contacted in 7/31/2012 to see when the customer got a diagnosis for the concern, and see what assistance can be provided.

Contact attempt, phone number dialed, [REDACTED]. Writer left message.

Contact attempt, phone number dialed, [REDACTED]. Customer's wife Lisa stated she has not taken vehicle into dealer yet.

Contact attempt, phone number dialed, [REDACTED]. Writer left message.

Customer calls to leave a VM message for her CM.

Writer transferred the call to VM per customer request.

Customer calls to speak with their Case Manager. Writer transferred customer to DV248 at extension 66156.

Writer states customer called and stated she has an appointment set up for tomorrow at dealer 68924.

Writer called dealer. Writer left message.

Ryan, SM, stated that the customer had come in and that they were not able to duplicate the concern.

██████████. Left message as to what the dealership had stated. Writer stated that a follow-up call would be made by end of business on 8/21. Writer left message with case number and Writer s contact information. Writer contacted customer, and left a VM for customer advising her that the next follow up to be made would take place on 8/28 after SH950 returns to the office.

Contact attempt, phone number dialed,

██████████. Customer was at work and was very noisy and asked to be contacted tomorrow.

Contact attempt, phone number dialed,

██████████.
Customer stated that there was not any new information and still has not been duplicated. Customer stated that she has been driving the vehicle, but still does not feel safe. Customer was upset and worried about it happening again and wanted the case to be left open since the concern has not been resolved yet.

Writer informed customer that the case would be closed, but just means that Writer would not be continually contacting customer and that customer would call back in if the issue recurred. Writer informed customer that she would be provided with 6 oil changes when the Essential Care Service Contract (SC) that is on the vehicle has been used so that they can have another reason to go into the dealership and can ask about any possible updates for the vehicle. Writer informed customer that she would need to call in after the SC is used or expires and refer to this case and that the new SC can be applied at that time.

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

Customer Assistance Inquiry Record (CAIR)#**22415433**

VIN	1C4NJRBB8	CD		Open Date	07/12/2012	Built Date	12/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/07/2012	Mileage	2,800	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color							
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	CHATTANOOGA TN					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	Customer had problems following repair at dealers 60483 and 23132
Product - Fuel System - Fuel Hoses and Lines - Leaks - Default	fuel lines leaking

Briefly summarize why the customer is contacting Chrysler:
 Customer called in stating that she had taken her vehicle into the dealership three times for a fuel line leak. The caller is very upset that a brand new vehicle continues to have issues like this. Customer states that she keeps taking the vehicle to the dealership and they cannot resolve this issue.

Briefly summarize what the customer is expecting:
 Customer is seeking a replacement 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 4 [REDACTED]
 Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner
 Is this a request for Lemon Law, replacement?

Reassigned to 96L
 GWA and VIP reviewed, vehicle does NOT qualify for Lemon Law. Reassign to 96F.

Agent contacted customer at [REDACTED], and she stated that she has had multiple repairs done to the fuel line and fuel tank, for fuel coming out of fuel line. Customer stated that she purchased her vehicle on a Thursday, and went back to dealer Crown the following Tuesday to have a key made, and they told her about open recall #M11, so she had that performed. Customer is upset that the dealer did not complete the recall before she purchased the vehicle, because it was issued prior to purchase. Customer stated that the vehicle stalled in the middle of the highway, and she was able to start it again and pull to the side of the road, and found it was leaking fuel and oil. Customer called the dealer, and they told her to call roadside assistance to bring it to the dealership, and they found that a mechanic hadn't snapped on the line properly during the recall work, which caused the problem. Customer stated she had to drive to New York for work, and experienced another problem, so she brought it to LT BEGNAL MOTOR CO, INC (23132) [REDACTED], where they did a smoke test and found smoke coming out of the fuel line. Customer stated they repaired the problem, and on her way home to TN, she stopped to get gas, and there was a whoosh sound out of the fuel cap, and the pump would only let her fill up 10 cents at a time. Customer brought the vehicle back to dealer Crown, and they found that a mechanic in NY left vice grips on the fuel line. Agent advised customer that the vehicle did not qualify for replacement, and advised her that agent is willing to work with her to get the vehicle repaired properly, and customer accepted. Customer stated that she has only owned the vehicle for a month, and she has been in and out of dealerships 5 or 6 times since then, which she is getting tired of, and does not have time for. Agent understood, and customer stated she has worked with General Manager Tim Rusell and Director of Service Robert Weldon at Crown. Agent advised customer that more research is required, and provided customer

with call back number 1-855-675-9291, extension 4718352, and reference number 22415433, so that customer may contact agent with any questions or concerns. Agent advised customer that agent will contact customer with an update.

Agent will proceed with case tomorrow.

Agent contacted CROWN CHRYSLER DODGE JEEP RAM (60483) at 423-591-6868 and the SM was out of town today, so agent tried to leave a message, but the mailbox is full. Agent will try to call again tomorrow.

Agent contacted CROWN CHRYSLER DODGE JEEP RAM (60483) at 423-591-6868, and the SM's voice mailbox is full, and he was busy, so agent left a message with Service Advisor Tricia with customer's name, and call back number 1-855-675-9291, extension 4718352, and reference number 22415433.

Agent contacted customer at 423-827-3243 and let her know that agent has not been able to contact the SM yet, but that agent will continue to try and will update customer next week. Customer understood and appreciated the follow up.

Agent received a voicemail message from Rob at dealer Crown. Message was left on 07/20/12 at 5:13 PM EST. Rob requested a callback on his cell at 786-621-8968.

Agent attempted to contact Rob at 786-621-8968, and the number belongs to a business, 'Property Management Group', and they have no Robert Weldon there.

Agent contacted CROWN CHRYSLER DODGE JEEP RAM (60483) at 423-591-6868 and left a message for Service Manager Rob with customer's name, issue, VIN and case number 22415433, and requested a call back at 1-855-675-9291, extension 4718352.

Rob's voicemail message stated that his cell number is [REDACTED], so agent called it and left a message with customer's name, issue, VIN and case number 22415433, and requested a call back at [REDACTED], extension 4718352.

Agent attempted to contact customer at [REDACTED]. Agent left a voicemail message advising customer that agent is still in the process of contacting the SM, and inquired exactly what the symptoms of the vehicle's issue are, or if customer just wants the vehicle fully inspected to make sure the problems with the fuel line don't reoccur.

Agent provided call back number [REDACTED], extension 4718352, and reference number 22415433.

SM Rob contacted agent and advised that once the customer came back from NY, the dealer kept the vehicle for a few days from 07/03/12- 07/06/12, and the customer advised that she did not need the vehicle right away, so the dealer kept it until 07/09/12. Rob stated that they inspected the vehicle fully and test-drove it several times, and then they filled it with gasoline, detailed it, and released it to the customer. Rob stated that he even cut the customer a check for \$250.00, for her gasoline expenses coming down from NY, because he was trying to rectify the situation with their mechanic not properly snapping a line back in place during the recall work. Agent advised that agent is currently trying to determine whether the vehicle is experiencing another problem, and if it is, agent asked Rob if agent can direct customer back to the dealership. Rob agreed, and stated that they have tried to go above and beyond for this customer.

Agent contacted customer at [REDACTED], and customer stated that she received agent's voicemail message, and is busy at the moment, but she will contact agent later today.

Agent contacted customer at [REDACTED] and advised her that agent has spoken to the SM at the dealership, and relayed the information on lines 88-94. Agent inquired if the customer is still having trouble with the vehicle, and customer stated no, but she still wants a replacement vehicle. Agent advised that customer did not qualify for replacement, and customer wanted to know why, and agent advised that the specific criteria are kept private, even from agent. Agent advised customer, per Answer ID 23038, to consult the blue and white booklet that comes with her owner's manual, or her State Attorney General's office if she wants to pursue the case on her own. Customer stated she feels that Chrysler is not compensating her for her trouble, and this entire situation has left her with a bad impression of the company. Agent offered customer a LOF Service Contract on top of the one she has to try to compensate her, and customer declined. Customer asked if agent could give her free Bluetooth service, and agent stated no. Customer stated she will pursue the matter on her own, and is disappointed in Chrysler.

CLOSED LOOP UPDATE - no need for additional follow up.



Customer Assistance Inquiry Record (CAIR)#**22418189**

VIN	1J4NT1GA6	BD		Open Date	07/13/2012	Built Date	10/13/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	10/15/2010	Mileage	28,451	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Dealer	68433	JAMES HODGE MOTORS INC					
Dealer Address	5100 SE LOOP 286						
Dealer City	PARIS			Dealer State	TX	Dealer Zip	75460
Owner						Contact Type	ROADSIDE
Address	N/A					Home Phone	
	PARIS TX null					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-13
Road Side File Created 07-13-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
US-271 S 5100 SE LOOP 286
LAKE CROOK ROAD @ LAKE CROOK R
PARIS PARIS
TX USA TX
ABOUT 2 MINS NORTH OF 82 LOOP ON THE 271,VEH STALL
DEALER CODE : 68433 JAMES HODGE MOTORS INC

Customer Assistance Inquiry Record (CAIR)#**22418919**

VIN	1C4NJRFB2	CD		Open Date	07/13/2012	Built Date	01/13/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/20/2012	Mileage	5,465	Dealer Zone	32	NEW YORK	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM						
Engine	ED3						
Transmission	DHD						
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BELLEVILLE NJ					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeks rental vehicle
Product - Unknown - Unknown - Stalling - Default	Customer seeks rental vehicle
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for cab fare and hotel stay.

Briefly summarize why the customer is contacting Chrysler: Customer states that she purchased this vehicle new. Customer states that she decided to do some traveling with her family and on the way home the vehicle stalled. Customer states that she called roadside assistance to have her vehicle towed to a dealership. Customer states that it was too late in the day for the dealership to diagnose the vehicle. Customer states that she had to pay \$70.00 for a cab that would transport her and her family and she had to pay \$80.00 for a motel room for she was unable to get home. Customer states that the next day the dealership was unable to find anything wrong with the vehicle. Customer states that she will be bring this vehicle to her dealership on Monday to have a diagnosis done to find the cause of the stalling vehicle. Customer states that she will be in need of a vehicle on Monday.

Briefly summarize what the customer is expecting: Customer seeks rental vehicle while her vehicle is at the dealership.
Agent advised customer that this case will be escalated to be reviewed by case management.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Reassigned to 88R

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer left message that CAIR will be forwarded to a Case Manager to follow up with the request

Briefly summarize why the customer is contacting Chrysler: Customer states she needs an answer today.

Briefly summarize what the customer is expecting: Customer seeks her case manager.

Agent transferred to 66285.

Customer calls to speak with their Case Manager and to leave a voicemail message if not available.

Agent transferred to CM CR913 extension 66039 to leave a voicemail message as CM not available.

Writer received voicemail from Ms. [REDACTED] requesting a call back to [REDACTED]. Follow-up will be made today.

***** CASE MANAGER TEAM - District Q *****

Writer emailed SM Dennis requesting information on if vehicle has been diagnosed.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer contacted Mr. Velez. Customer confirmed vehicle was taken to 45420 at 8:00 AM EST. Writer advised will need to wait to find out diagnosis information prior to discussing possible rental assistance. Writer advised have emailed SM Dennis requesting information, and as soon as new information is available, writer will contact. Customer

provided email address of: [REDACTED].
Status update provided via email to the following email address:

Dear Mr. [REDACTED]:
My name is Christine and I have been assigned as your Case Manager. Here is some information that you may find helpful:
Your case number is listed above.
Case Management phone number: 1-800-763-8422
My direct extension: 66039
My work hours: 9:00 AM to 5:30 PM Eastern Standard Time, Monday Friday
As soon as I hear back from Route 46 with additional information, I will contact you by phone. Your continued patience is appreciated.
End of Status Update
Attempt made to contact SM Dennis on his cell #. Left message.
Writer contacted SM Dennis who states the vehicle is at the dealer, but no ETA on diagnostic.
Status update provided via email to the following email address:

Dear Mr. [REDACTED]:
I have contacted Route 46 and requested they update me as soon as they have the diagnostic information available. As of now, the Service Manager, Dennis, does not have a timeframe available for me regarding when the diagnostic will be completed. I apologize for any disappointment this may cause you.
I will follow-up with Route 46 tomorrow, 7/17/12, and contact you as soon as additional information becomes available.
If you have questions in the meantime, please call me at 1-800-763-8422 extension 66039.
End of Status Update
Writer emailed SM Dennis requesting update.
Writer contacted SM Dennis requesting information. SM advised he will call back.
Attempt made to contact SM Dennis on cell #. Left message requesting a call back to 66039.
Writer contacted Mr. [REDACTED]. Customer states dealer found no information, they were unable to duplicate the problem, no error codes, etc. Customer picked up vehicle yesterday evening. Customer demanding reimbursement for cabfare at \$70.00 and \$85.00 for the hotel room he had to get at best western when the vehicle stalled. Writer advised would research and contact customer with a decision no later than 7/20/12.
Writer reviewed file with TL JD1343 who approved Owner Care 3 years/12 services OC312N.
Writer contacted Mr. [REDACTED] and advised of lines 87-88. Customer became irate and advised that this offer is not good enough. Customer states that he has free lifetime oil changes at the dealership. Writer advised was unaware of that fact and would research and see what could be done. Customer still irate and stating that if someone dies from driving his vehicle that Chrysler will be held responsible and is not taking care of the issue over \$150.00. Writer advised this was not the case, that Chrysler has been attempting to resolve the issue; however, 2 authorized CDJR dealerships have been unable to duplicate or diagnose the problem. Writer advised this is why oil changes were offered, was to ensure an authorized dealership inspected the vehicle at every opportunity. Customer wants compensated for \$155.00, and states this is the least he can do, because he is not seeking punitive damages, only the expenses that he paid for out of pocket. Writer advised would research and contact customer back.
Writer contacted Mr. [REDACTED]. Writer advised pending review of documentation, CAC can review request to reimburse the hotel and cab expenses. Document request link to be sent to: [REDACTED].

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

[REDACTED] on 2012-07-24 @ 11:42

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

Customer Document Reviewed.
Attempt made to contact Mr. [REDACTED]. Left message advising paperwork needed is not all there and requested a call back to 66039.

--
Writer needs proof of payment.
Follow up set for 8/2 as CM is waiting for documentation.
Attempt made to contact Mr. [REDACTED] customer said they paid with their credit card and the amount owing says \$0.00 balance and they

information is showing. Writer will go ahead and determine the amount to reimburse the customer.

Attempt made to contact Mr. [REDACTED] writer will send a credit card statement showing payment for the motel charge. documentation link will be sent.

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

[REDACTED] on 2012-07-31 @ 16:23

Waiting for documentation. Follow-up scheduled for 8/7/12 if not received.

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

Customer Document Reviewed.

Writer contacted Mr. [REDACTED]. Writer confirmed reimbursement in the amount of \$154.67. Customer confirmed mailing address on file. Writer advised customer will receive in 7-10 business days, and that when check is issued case will automatically be closed; customer understands.

What has the customer requested?

The customer requested reimbursement for one night hotel stay and cab fare for when vehicle was at dealership, and customer was out of town.

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.

5,465

Enter the Date when the repairs were completed.

N/A

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

\$154.67

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

N/A

What is the total tax to be reimbursed?

N/A

What is the total amount being reimbursed?

\$154.67

Reimbursement approved by CR895. Case returned to CR913 for check processing.

Customer Assistance Inquiry Record (CAIR)#
22419063

VIN	1C4NJRBB4	CD [REDACTED]	Open Date	07/13/2012	Built Date	12/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/29/2011	Mileage	8,000	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	45188	UNDERWOOD MOTORS INC				
Dealer Address	2626 CLEVELAND RD					
Dealer City	WOOSTER	Dealer State	OH	Dealer Zip	44691	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	NORTH CANTON OH [REDACTED]			Country	UNITED STATES	

Product - Fuel System - Fuel Tank - Other - Default

stalling

Customer Assistance Inquiry Record (CAIR)#**22419374**

VIN	1J4NF1GB5	BD		Open Date	07/13/2012	Built Date	07/23/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	08/15/2011	Mileage	10,808	Dealer Zone	35	WASHINGTON	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	66340	GARY MILLER CHRYSLER JEEP, INC.					
Dealer Address	5746 PEACH STREET						
Dealer City	ERIE	Dealer State	PA	Dealer Zip	16509		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	ERIE PA				Country	UNITED STATES	

Product - Steering - Unknown - Defective - Default	Customers power steering went out
Corporate - Company Information Contact - Default - Default - Default	customer required escalation

Briefly summarize why the customer is contacting Chrysler: the customers power steering cut out and nearly caused an accident. Dealership checked it out and found nothing. The customer does not wish to pick up the car ans she feels its unsafe to drive as the dealership has not done any repairs for it and if they don t return the loaner car the dealership is going to call the police

Briefly summarize what the customer is expecting: The customer is seeking assistance to repair vehicle

Who has possession of the vehicle? Dealership

Has an authorized dealer diagnosed the vehicle? yes

If a CDJR dealer has diagnosed, what is the dealer name and code?66340

Customer advised a call back will take place within one business day

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: declined

Reassigned to: 96F

***** CASE MANAGER TEAM - District ? 96 Û *****

CONTACT UPDATE - No E-mail on file- 1st Contact attempt, phone number dialed. CM spoke to customer about customer concern with power steering and brakes inoperative. Customer stated her daughter was driving the vehicle and the power steering and brakes suddenly ceased to work, daughter was almost in a collision. Customer stated the car would not shift, customer noticed vehicle was up to 5000 RPM. Vehicle is at dealer 66340, customer states dealer says nothing wrong with steering and request customer return loaner car. Customer refused and said she would like to keep loaner until vehicle is repaired; customer states dealer told her police would be notified if loaner not returned. Customer went to dealership and spoke with manager and the loaner was extended to her. Customer s expectations are to repair vehicle at no cost to her. CM provided contact information, asked if there was any questions, and thanked customer. Ended Call. CM to call dealer 66340.

Training-Franc

CM called dealer 66340. CM spoke with SM Brian. SM states that he drove vehicle 114 miles, could not duplicate power steering concern. SM states he has had a flight recorder installed in the customer's car for over a month and there had been no recordings or data codes transmitted. SM stated that he got the customer into the loaner car and will continue to try and diagnose customer's concern, the power steering and braking. CM informed SM that he will re-assign CAIR to dealer because of repeat concerns. CM provided SM with contact information, hours of operation. CM thanked SM. Ended call. CM to follow up with dealer early next week.

Training-Franc

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 35 66340 07/13/12 14:36 R 22419374
sm has data recorder on vehicle...has driven vehicle 114 miles w/ no problems...will customer in loaner and will drive vehicle for the upcoming week...jdh15

CM called dealer 66340. CM left message for SM Brian. CM advised calling in regards to customer concern, CM provided contact information, VIN, CAIR number, extension, hours of operation, thanked SM. CM to call SM the next business day.

CM called dealer 66340, spoke to SM Brian. SM states he still needs at least a couple more days to diagnose customer concern, flight recorder is still in customer vehicle. CM thanked SM. Ended Call. CM to follow up with dealer on 7-18.

Training-Franc

CONTACT UPDATE - 1st Contact attempt, CM called dealer 66340. CM left message for SM Brian. CM advised calling in regards to customer concern, CM provided contact information, VIN, CAIR number, extension, hours of operation, thanked SM. CM to call SM the next business day.

CM called dealer 66340. CM spoke to SM Brian. CM advised calling to check the status. SM stated still has not duplicated the concern, SM has been driving the customer's vehicle, SM has the flight recorder on vehicle, if SM have not duplicated concern by 7/23 SM will give customer vehicle back. CM advised will follow up with SM 7/24, thanked SM, asked if SM had any questions. CM to call dealer 7/24.

sm drove vehicle for 300+ miles....no problems found....giving vehicle back to customer....close jdh15

CM to call customer 7/24

CM called customer at [REDACTED]. CM advised spoke with SM Brian, SM advised cannot duplicate concern, if concern happens again to contact CM, thanked customer, asked if customer had any questions, CM will close case. Customer stated has to take vehicle back for inspection, if this occurs again the customer is leaving the vehicle at dealer. CM to close CAIR. No further action.

CLOSED LOOP UPDATE - customer contacted today, dealer could not duplicate.

Customer Assistance Inquiry Record (CAIR)#**22421676**

VIN	1C4NJRBB8	CD [REDACTED]	Open Date	07/13/2012	Built Date	02/16/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/10/2012	Mileage	7,294	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	43491	GLADSTONE DODGE INC				
Dealer Address	5610 NORTH OAK					
Dealer City	GLADSTONE	Dealer State	MO	Dealer Zip	64118	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	AGENCY MO [REDACTED]	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer called in because they required roadside
Corporate - Reimbursement - Default - Default - Default	Reimbursement

Briefly summarize why the customer is contacting Chrysler:
Customer called in to get road side assistance. Agent transferred customer over to road side for further assistance
Briefly summarize what the customer is expecting:
Customer is expecting roadside would be able to assist them
Customer states their vehicle has shut off and it is being towed to DLR:
Bender Chrysler Dodge Jeep
3400 Mabry Dr
Clovis , NM 88101-9200
575-762-4511
Agent contacted DLR and discovered DLR will be closed tomorrow and they will not be able to work on the vehicle until Monday. Agent provided contact to a dealer that will be open tomorrow:
Texas Dodge
7800 i-40 West Amarillo , TX 79106
800-644-1486
Advised customer to rent a vehicle and send in all documents for reimbursement. Agent also provided contacts to enterprise in Clovis.

POSTMARK DATE: 072512; DATE RECEIVED: 072512
Writer has reviewed Cair with Supervisor JK671 and was advised we have to reimburse for full rental vehicle as per lines 17 and 18.

Business Case for Goodwill - Template

Customer has submitted request for goodwill for rental vehicle. Customer has paid out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: Discover
Date of Repair:7/13/12-7/19/12
In-Service Date:03/10/2012
Original Owner:Yes
Mileage:7294
Loyalty:1
Multiple Repairs:No
Authorized Chrysler Dealership:Yes
Dealer Opinion:Rental Vehicle
Service Contract/Warranty:536
Out-of-Pocket:615.70
Labor \$0.00
Parts \$0.00

Misc. \$555.82 (Rental)

Tax \$59.88

Writer is submitting check for approval in the amount of \$615.70.

Writer verified customers address in COIN to be correct with Claim Form.

Writer called customer and advised of line 45. Customer is satisfied.

Approved and Processed

Customer Assistance Inquiry Record (CAIR)#

22421907

VIN	1C4NJRBB3	CD [REDACTED]	Open Date	07/13/2012	Built Date	12/14/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/02/2012	Mileage	0	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				

Dealer	68414	BERTERA CHRYSLER JEEP, INC.				
Dealer Address	539 RIVERDALE ST					
Dealer City	WEST SPRINGFIELD	Dealer State	MA	Dealer Zip	01089	

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

Product - Unknown - Unknown - Stalling - Default	Survey indicates concern with clutch causing stalling concern.
Corporate - Product Suggestions - Interior - Default - Default	Survey indicates customer feels the trunk is small.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 07/13/2012
 Survey Number : CD56464703
 Quality Survey ID Number: 211782773
 Survey Date : 07/09/2012
 VIN Number : 1C4NJRBB3CD [REDACTED]
 Mapping Class : Non-Legal/Non-Dealer
 Event Type : 1st Service customer pay
 CPS Score : 6
 ***** CASE MANAGER TEAM - District Z *****

Survey comments indicate: 'I do. I recommend the Jeep, but too bad the trunk is so little. It s very little. I can t even go to the airport with suitcases it s so little. It s like a nice size of car, but then the trunk is very little. I recommend. It s an okay car. It s okay. I m satisfied with car. If they had different sizes maybe I should have picked different size. The size is okay for the car. The only thing is the clutch. I drive standard for 45 years and the clutch is a problem. Sometimes it stalls it and my husband already bring the car there. They drove and said is okay. I think is not because when I drive the car stall on me more than twice. My husband bring it in, they drove it, and they said it s okay, but I know it s not. I don t know why they do that. It s like I have to put more gas, a lot of gas to control the car and a ramp. I have to put a lot of gas and I used to control even, but not on this one. I have to put more gas than the clutch, so I have to go there and see. Plus the breaks make noise when I back up or drive the car. I m satisfied with the car. It s okay.'

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer has nothing to add at this time.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**22422082**

VIN	1C4NJRFB5	CD [REDACTED]	Open Date	07/14/2012	Built Date	10/13/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	11/30/2011	Mileage	7,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP					
Engine	ED3					
Transmission	DHD					
Dealer	23296	BERGLUND CHRYSLER JEEP				
Dealer Address	2525 FRANKLIN RD SW					
Dealer City	ROANOKE	Dealer State	VA	Dealer Zip	24014	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	THAXTON VA [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-14
Road Side File Created 07-14-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
ROANOKE ROAD 2525 FRANKLIN RD SW
GLEBE ROAD
DALEVILLE ROANOKE
VA USA VA
FOOD LION - 110 MARKET CENTRE WAY,VEH STALLING.
DEALER CODE : 23296 BERGLUND CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#**22429045**

VIN	1C4NJRBB9	CD [REDACTED]	Open Date	07/17/2012	Built Date	12/17/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	06/15/2012	Mileage	1,200	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	62082	FURY MOTORS INC					
Dealer Address	1000 CONCORD ST S						
Dealer City	SOUTH ST PAUL			Dealer State	MN	Dealer Zip	55075

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	SAINT PAUL MN [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-17
Road Side File Created 07-17-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
US-61 S 1000 CONCORD ST S
LOWER AFTON ROAD E @ COUNTY HI
ST PAUL SOUTH ST PAUL
MN USA MN
STALLED SIDE OF WARNER ROADGPS POI - DISTANCE 0.58
DEALER CODE : 62082 FURY MOTORS INC

Customer Assistance Inquiry Record (CAIR)#

22433028

VIN	1C4NJRFB0	CD		Open Date	07/17/2012	Built Date	05/24/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/29/2012	Mileage	3,000	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM						
Engine	ED3						
Transmission	DHD						

Dealer	44339	PATTERSON DODGE CHRYSLER JEEP					
Dealer Address	2900 JACKSBORO HWY						
Dealer City	WICHITA FALLS	Dealer State	TX	Dealer Zip	76302		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	DALLAS TX	Country	UNITED STATES				

Corporate - Reimbursement - Default - Default - Default	Customer seeking a reimbursement for hotel room expenses.
Product - Drivability - Unknown - Stalling - Default	Vehicle stalled on customer, twice had to be towed to 2 different dealers

Briefly summarize why the customer is contacting Chrysler: Customer stated that he was driving his vehicle last yesterday, he had it towed to Texas Dodge 43906, they said it was a code, they reset it, it was fine after that, nothing wrong with the vehicle. Customer had to stay in Amarillo in a motel last night because he could not get home with the vehicle. Customer went to pick up the vehicle, drove approximately 3 hours down the road and it did the same thing. Customer had to have it towed to Patterson Dodge, they told the customer there was no one that can look at the vehicle tonight and will have to wait until morning. Customer is staying in Wichita Falls tonight in a motel, as he cannot get home.

Briefly summarize what the customer is expecting: Customer seeking a reimbursement for hotel room expenses.

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? Dealership

Has the vehicle been diagnosed by a CDJ dealer? No (Vehicle is at Patterson Dodge, dealer code 44339)

If a CDJ dealer has diagnosed, what is the dealer name or code? No

Reassigned to 88F

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

Original owner

3 vehicles in household 1 new 2 used

Service Contract Active AUTO APPEARANCE CARE - 3 YEARS - \$0 DED, Active 5 YEARS / 60,000 MILES - \$100 DEDUCTIBLE

Warranty under miles and years

Writer called dealer and asked to speak with Service Manger Bob. SM said the customer run over something and smashed up the fuel tank and when they get down to a low amount of fuel it stops working. SM said they are going to get it fixed down in Dallas when they get home.

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

Writer can not reimburse back for the hotel room but can give them a Service Contract for a trip interruption and they can t use it for this trip interruption.

Writer called customer. Customer said he doesn t want the Service Contract. Customer said he is going to get a lawyer since we can t

reimburse back for the hotel. Customer hung up on writer.
Writer called customer.
1st attempt made to contact customer. Left message.
2nd attempt made to contact customer. Left message.
Writer called customer. Writer got hung up on.
3rd attempt made to contact customer. Left message.
Close case on 08/07.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**22433575**

VIN	1C4NJRFB0	CD	Open Date	07/18/2012	Built Date	05/24/2012	
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/29/2012	Mileage	3,400	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PDM						
Engine	ED3						
Transmission	DHD						
Dealer	44339	PATTERSON DODGE CHRYSLER JEEP					
Dealer Address	2900 JACKSBORO HWY						
Dealer City	WICHITA FALLS			Dealer State	TX	Dealer Zip	76302
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	DALLAS TX					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-18
Road Side File Created 07-18-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
US HIGHWAY 287 S 2900 JACKSBORO HWY
MIDWAY CHURCH ROAD
ELECTRA WICHITA FALLS
TX USA TX
C/C 10 MIN B4 ARVL. // STALLED OUT. // ON HWY
DEALER CODE : 44339 PATTERSON DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

22439364

VIN	1C4NJRFB9	CD	Open Date	07/19/2012	Built Date	12/21/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/10/2012	Mileage	13,000	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PJR					
Engine	ED3					
Transmission	DHD					
Dealer	44033	FUCCILLO DODGE-CHRYSLER-JEEP				
Dealer Address	71 N MAIN ST					
Dealer City	ADAMS	Dealer State	NY	Dealer Zip	13605	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	BALDWINVILLE NY			Country	UNITED STATES	

Product - Fuel System - Gas Pedal - Other - Default	accelerator hesitates when pushed
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Briefly summarize why the customer is contacting Chrysler: [REDACTED] mother in law called to say that the recall work was completed for the gas tank. Customer said that now the accelerator is not working. Customer said it was working fine before the recall work was completed. Customer said there is a hesitation when the accelerator is pushed. Customer took the vehicle to the dealership and was told that they could not find anything wrong with the vehicle. Customer said the dealership called her daughter to come pick up the vehicle. Customer s daughter was given a rental. Briefly summarize what the customer is expecting: To have the vehicle repaired. Customer would also like a rental vehicle. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: customer declined Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 66516 Reassigned to 88F Customer states she was talking to another agent and was placed on hold by previous agent and the call was disconnected. Agent advised customer according to the notes this case has been escalated to our case management department due to this concern. Customer states she has to pick up her vehicle today at 3pm from the dealer since they are unable to find out what is going on with the vehicle. Customer is worried that this concern will happen again. Agent advised customer once she picks up the vehicle should this happen again to contact us back at Jeep Customer assistance. Customer agreed. ***** CASE MANAGER TEAM - District Q ***** Debbie ext 66266 DCC VIN S OWNED: 1 CURRENTLY OWNS: 1 Purchased new BASIC 36 Months or 36,000 Miles 0 February 10, 2015 31 Months or 23,000 Miles POWERTRAIN 60 Months or 100,000 Miles 0 February 10, 2017 54 Months or 87,000 Miles spoke with Rick sm who stated that the dealership has had customers vehicle since 7-16 and gave customer a loaner with dealer plate on it while trying to duplicate customers concern with stalling. Writer advised Rick sm that customer in the case is saying an accelerating problem. Rick sm state no customer advised him it was a stalling hesitating problem. Rick sm stated had y tech mobilizer on it drove vehicle 46 miles and no failure code showed. Rick sm stated dealership has put about 85 miles on customer vehicle and no problems drives like vehicle should. Rick stated

there is a slow shift the could be what the customer is feeling but there are no update or tsb s. Writer asked Rick sm if customer picked vehicle up? Rick sm stated no and needs loaner back to the dealership before the weekend. Writer advised Rick sm that writer will call customer.

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

Left message.

Vehicle picked up on Friday per Rick sm.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message writer found has been calling the wrong number customers number is [REDACTED].

Called customer who advised writer that since the recall was done has had nothing but problems with the vehicle just dies when down a 1/4 of a tank and when this happen on 7-23 did get vehicle towed to the dealership and the dealership advised customer vehicle was out of gas. Customer stated the same thing happened when they took a trip to Lake George and customer had 3/4 of a tank so it is not just when tank is low. Customer feels the vehicle is not reading correctly. Customer stated when at a stop and then starts to go the vehicle hesitates. Writer advised customer will call the dealership and check on what is going on.

Rick sm stated that customer did have vehicle towed in and advised dealership that vehicle registered less then a quarter tank and then it just stopped, but when customer restarted customer restarted it showed empty. Rick sm stated that when vehicle did get into the dealership there was less then 1/16th of a tank dealership put 2 gallons of gas and found nothing wrong drove around the dealership with no stalling or stopping. Rick sm stated put 5 gallons of gas and returned vehicle back to customer (mother) Rick sm stated there are no codes no electrical problem. Writer advised Rick sm that customer had a problem when she went to Lake George with 3/4 tank. Rick sm stated there is a side saddle tank and there are no codes unable to duplicate customers concern.

Left message for customer to call writer if does not hear from customer will callback on 7-31.

Called customer to advise that writer did speak to Rick sm and Rick sm advised writer that when vehicle came in the vehicle was on empty so the dealership put 2 gallons of gas in and drove vehicle around the lot and found not problems. Customer stated to writer that before the recall customer was advised to drive vehicle around till it was empty and before recall when he did that it did not stall and customer was done past a quarter of a tank. Customer stated after recall now has had problems with stalling at a quarter of a tank or little less and even when tank is full feels a transmission slip or something not sure what it is but customer stated did not have this problem till after the recall was completed. Customer advised writer that the dealership advised them that the customer needs to keep a quarter of a tank or more in vehicle because that is the way the Jeep is. Writer advised customer will do some calling to other dealerships and verify. Writer and customer went thru owners manual and was unable to locate anything like that in the booklet. Writer suggested to customer that he might want to take someone from the dealership for a test drive with him driving and let them know what customer is feeling. Writer also advised customer he can take his vehicle to any CDJ dealership if he is not happy with what Par K is advising customer.

Tim sm stated has not heard back from customer since vehicle was out of gas 2 weeks ago.

Left message [REDACTED] for customer to call writer.

Left message for customer [REDACTED] to call writer.

Called customer [REDACTED] who advised writer that the vehicle broke down again and was about a mile away from Fuccillos so took vehicle there. Writer advised customer a 2nd opinion would be best. Customer stated that Fuccillos had a hard time starting vehicle also and with in a short time came up with 2 options on what was wrong and feels the recall may have caused the problem. Customer stated that Fran sm advised customer will pick vehicle up from customer on 8-7 and will need to drop the gas tank. Customer stated the Fran sm and Fuccillos treated customer real well. Customer stated that 4 or 5 times customer has been to Par K about the problem and they advise customer that it is normal. Customer not happy with Par K. Writer advised customer will call Fran sm at Fuccillos and then will talk with customer on 8-8.

Spoke with Rob sm to check on customers vehicle. Rob sm stated that Scott sa is working on customers vehicle and will get to it and call writer

Fran sm called and advised writer that the customers fuel pump needs to be replaced and that part will be in 8-9 and also the lines that go tank to tank needs to be replaced and they won t be in till 8-13-or 8-14 repairs are covered under factory warranty but the customer tank is off and customer will need transportation. Writer advised will authorize for rental.

Customer seeking rental assistance because lines going tank to tank not available till 8-13 or 8-14 tank off vehicle. Contacted Service Manager, Fran at 44033 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.

Called customer [REDACTED] advised that writer did speak with Fran sm about the problem with customers vehicle. Customer stated Fran sm had just called her and customer stated that a rental was authorized. Writer advised customer yes. Customer wanted to know if you had to be 25 years old to rent a vehicle. Writer advised customer does not know law out in New York but in the west coast you do have to be 25 or older. Writer advised customer to call Enterprise and check. Customer stated she would just have her husband try and pick up the rental. Writer advised customer will call her on 8-14 to after checking on repair.

Spoke with Fran sa who stated customer vehicle completed and picked up on 8-13.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

22440058

VIN	1C4NJRFB4	CD	Open Date	07/19/2012	Built Date	10/24/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/10/2012	Mileage	1,400	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP					
Engine	ED3					
Transmission	DHD					

Dealer	42487	ACTION AUTO				
Dealer Address	220 EAST MAIN STREET					
Dealer City	SIDNEY	Dealer State	MT	Dealer Zip	59270	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	SIDNEY MT	Country	UNITED STATES			

Product - Unknown - Unknown - Stalling - Default	vehicle stalled when driving and would not start again
--	--

Briefly summarize why the customer is contacting Chrysler:
 Customer called in seeking a rental vehicle.
 Their vehicle stalled/died out on them when they were pulling onto an off ramp off of a freeway.
 They were able to coast to the side of the road, and get out of the way of traffic.
 They were towed to dealership 06139.
 This dealership is unable to duplicate, stating that the vehicle started right up for them.
 I called to the dealership and spoke to Zack in the service department. He is going to shuffle things around to see if he can free up for the customer.
 I advised the customer to call back to the dealership in about an hour to see if Zack was able to free a car up for them. If NOT to call back here to CAC.
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Reassigned to 88R
 ***** CASE MANAGER TEAM - District 88R *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
 Writer contacted the dealer and spoke to SM Zack. Zack stated that they tried to diagnose the vehicle today, but they could never duplicate the concern. Zack stated that the customer took her vehicle from the dealership so that they could travel home.
 Writer attempted to contact the customer at [REDACTED], but the line picked up and then was disconnected. Writer is reassigning the case to the case manager, CJ346, for follow up and further assistance with the customer's concern.
 Writer spoke with Zack who is filling in Service Manager Tim. Zack states that vehicle is not there.
 Writer spoke with customer. Customer stated that they were driving to the hospital when the vehicle broke down and its hard to duplicate the same enviroment without getting a ticket so they have not tried to see if it will stall again. Customer states that the dealership just plugs it in and tells them there are no codes. Writer stated to see if anything can be done to resolve there issue
 Writer spoke with Service Advisor Tim. Sa states that they tried to duplicate the issue on the freeway and couldn't.
 Status update provided via email to the following email address:
 [REDACTED]

This is Cassie with Chrysler Customer Assistance Center. I m still researching to see if there is anything we can do to duplicate your issue.

End of Status Update

Writer spoke with customer. Customer stated that Action told her that they were really hoping something would happen while customer was on their way home. Customer states that she is very disappointed with Chrysler in her time of need. Writer stated to contact Action and if they are not willing to look at the vehicle then writer will contact the Area Manager. Action 42487- 406-433-2312, Left message with Salesman Gary. Service Manager left message for writer.

Writer spoke with Service Manager Ron. Sm states that if customer could drive the vehicle through the weekend and see if something happens again. Writer asked if nothing happens can we open a Star case just to see if they have heard about this. Sm stated that would be fine. Sm stated that he will be out of town next week and Sherry will be the point of contact.

Writer spoke with Mrs [REDACTED]. Customer states that the dealership minds well open the Star case now because she is not driving to Billings over the weekend. Mr [REDACTED] stated that he would like the dealership to drive his vehicle to Billing and back tomorrow and see if they can duplicate it.

Writer spoke with Service Manager Ron. Sm stated that he will contact the customer and he will do the road test tomorrow. Sm states that he does not know if he will have a loaner for them.

Status update provided via email to the following email address:

[REDACTED]
This is Cassie with Chrysler. I did not have time to contact the dealer today. I will contact you on Tuesday.

End of Status Update

Writer left message with Aaron for Service Manager Ron.

Dealer (SM) Tim calls to speak with their Case Manager.

Writer warm transferred the call to the CM at 66068.

Writer spoke with Service Manager Tim. Sm states that it is not in their shop.

Writer spoke with Sherri who is filling in for Service Manager Ron.

Sherri states that customer never showed up.

Writer spoke with customer. Customer states that she was waiting for them to contact her once they found a loaner vehicle to put them in.

[REDACTED]
Writer spoke with Sherri. writer stated that customer was under the impression that they were still waiting for loaner vehicle. Sherri stated that she will contact the customer and get it taken care of. Follow up Friday the 3rd.

Wrong dealership

Writer spoke with Sherri. Sherri states that she left message for customer. Sherri states that she has not gotten a call back. Writer gave Sherri, [REDACTED]. Sherri states that she will try that number.

Writer left message Mrs [REDACTED]

Dialed wrong number.

Writer spoke with Service Advisor Sherri. Sa states that customer is going on a trip and while they are on the trip customer is going to leave the vehicle with sa.

Writer spoke with customer. Customer states that they are going out of town tomorrow and will be back on the 20th. Writer stated to check in with customer on the 21st.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66068.

Writer contacted the dealership and then while waiting on hold for Service Advisor Sherri the call was disconnected.

Writer contact the dealership and got a busy tone.

Writer spoke with Service Advisor Sherri. Have not been able to duplicate concern. Follow up 8/17.

Writer spoke with Service Advisor Sherri. Have not been able to duplicate concern.

Service Advisor Sherri states no duplication.

Contacted wrong number

Mrs [REDACTED] has to speak to her husband. Follow up the August 23.

Mrs [REDACTED] would like to be called later.

Mr [REDACTED] states that his vehicle is not very reliable and would like to know what Chrysler is going to do now that the issue can not be

suggestions.

Status update provided via email to the following email address:

This is Cassie with Chrysler. I am working on your case if you need anything please feel free to contact me.

End of Status Update

Quality engineer Tim sent writer a message stating that he know what wrong with customer s vehicle. Writer contacted Tim. Tim explained what is happening to the vehicle.

Writer has advised Sa Sherri of the email and forwarded it to her at

Left message for Mrs

Customer was in the middle of dinner. Customer would like a call back in a hour.

Am Would like writer to send email again.

Writer called Mrs but did not leave message.

Sherri states that the module assemble is on back order. Writer is going to contact Am Tim to see if there is anything we can do.

P#RL183202AB

Left message for AM Tim.

AM spoke with PM, getting parts on VOR, will send up to expediting to get an ETA for parts.

Writer asked if customer would hold while writer answers the other line.

Customer would like writer to contact her back.

Customer is aware that the dealership is waiting on parts for the vehicle. Customer is happy that there might be a fix to customer s issue.

Status update provided via email to the following email address:

I am contacting you on behalf of your Case Manager Cassie. She will be contacting you by phone on 09.07.12 to follow up with you. If you have any questions before then please contact customer care at 800-763-8422. Thank you.

End of Status Update

Sa Ron states that he does not know what is going on with the vehicle.

Sherri will not be back til Monday. Ron will have Sherri contact writer on Monday.

Writer spoke with Mrs and informed her that Sherri is out till Monday. Mrs. was fine with that.

Writer spoke with SA Sherri. She advised writer that the parts are in and she will contact the customer to set up an appointment this week.

Customer is now aware of lines 154-155. Follow up Monday 17th.

Sa Sherri states that customer has an appointment for the 21st of September.

Left message for customer. Follow up Friday the 21st.

Sa Ron advised customer that customer does have an appointment but the vehicle is not in yet.

Left message for customer.

Mrs states that the check engine light is on. Customer is going to bring it in to Action as soon as they get back. Follow up Sept 26.

Customer stated that the vehicle had died again and was already getting it towed to a dealership but had required a rental immediately. Agent called dealership but was unable to reach service manager for authorization. Agent returned to customer and customer stated he had contacted another dealership and they had something set up. Agent advised customer could seek reimbursement for rental charges if they required out of pocket charges, but could not garauntee. Agent transferred customer to CJ346 and customer requested a call back as soon as possible

Left customer message.

Customer states that at this point they are just waiting for a rental.

Writer spoke with Sm Ron. Sm stated that he thought it was at Deluxe or Lithia in Billings.

Deluxe, 406-234-2980- Sm Tim states that he has not seen the vehicle since 7/19.

45099, 4066522200- SM Dave not available. SA Daryl states that they ordered parts but customer stated that they were going to take the vehicle to the Mile City dealership.

Sm Tim states that he doesn t have an appointment for the vehicle on his schedule.

Customer states that she has not been able to get the vehicle into the dealership because Action does not have a loaner available. Customer stated that Sherri wanted a tech to look at the vehicle today but they

Warranty Claims officer Chris states that as soon as one come in he will get it to customer.

Writer reviewed the case with the AM. AM Tim states that he will work on the loaner car and see what he can do.

Status update provided via email to the following email address:

[REDACTED]
This is Cassie with Chrysler. I am going to continue to work with the dealer on getting the loaner vehicle. If you have any questions before I contact you please feel free to give me a call.

End of Status Update

Sent AM Tim email on the rental vehicle to see if we have any new information.

Status update provided via email to the following email address:

[REDACTED]
This is Cassie with Chrysler. I still do not have any new information on the loaner. As soon as I do I will definitely let you know.

End of Status Update

AM spoke with Chris @ Action Auto, customers are back in their vehicle at this time.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer will call in if needed.

Customer Assistance Inquiry Record (CAIR)#**22442298**

VIN	1C4NJRBB9	CD	Open Date	07/20/2012	Built Date	02/10/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/05/2012	Mileage	9,900	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color						
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	67828	YELLOWSTONE COUNTRY MOTORS				
Dealer Address	207 SOUTH SECOND STREET					
Dealer City	LIVINGSTON	Dealer State	MT	Dealer Zip	59047	
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	HELENA MT null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-19
Road Side File Created 07-20-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-90 W 1415 W PARK ST
EXIT 340
LIVINGSTON LIVINGSTON
MT USA MT
STALLED OUT// 1 PASSENGER//,CALL CUST 10 MIN B4 AR
DEALER CODE : 67828 YELLOWSTONE COUNTRY MOTORS

Customer Assistance Inquiry Record (CAIR)#**22447425**

VIN	1C4NJRBB9	CD [REDACTED]	Open Date	07/22/2012	Built Date	01/17/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/08/2012	Mileage	3,500	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	26701	SHERIDAN MOTOR INC				
Dealer Address	1858 COFFEEN AVE					
Dealer City	SHERIDAN	Dealer State	WY	Dealer Zip	82801	

Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	TACOMA WA [REDACTED]	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-22
Road Side File Created 07-22-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-90 E 1812 COFFEEN AVE
EXIT 33
SHERIDAN SHERIDAN
WY USA WY
VEH STALLD WHILE DRIVN,AWARE VEH IS CUMIN,SE
DEALER CODE : 26701 SHERIDAN MOTOR INC

Customer Assistance Inquiry Record (CAIR)#**22447918**

VIN	1J4NF1GB3	BD	Open Date	07/23/2012	Built Date	12/13/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/14/2010	Mileage	44,000	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	68874	TAYLOR MOTORS				
Dealer Address	1000 TAYLOR AVENUE					
Dealer City	COLBY	Dealer State	KS	Dealer Zip	67701	
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	N/A			Home Phone		
	SEBRING FL null			Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-23
Road Side File Created 07-23-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-70 W 1000 TAYLOR AVENUE
CR-3
KANORADO COLBY
KS USA KS
START/STALL,VEH ON I-70 EAST BOUND -- 8MI WEST OF
DEALER CODE : 68874 COLBY DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#**22447928**

VIN	1C4NJRFBX	CD [REDACTED]	Open Date	07/23/2012	Built Date	03/14/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/08/2012	Mileage	8,000	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PLB					
Engine	ED3					
Transmission	DHD					

Dealer	44950	ROY'S GRAND DODGE-CHRY-JEEP ON	LOCUST LLC
Dealer Address	1803 SOUTH LOCUST ST		
Dealer City	GRAND ISLAND	Dealer State	NE
		Dealer Zip	68801

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	MENNO SD [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-23
Road Side File Created 07-23-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-80 E 1803 SOUTH LOCUST ST
S US HIGHWAY 281
GRAND ISLAND GRAND ISLAND
NE USA NE
VEH STALLED, 2 PASS.
DEALER CODE : 44950 ROY S GRAND DODGE-CHRY-JEEP ON

Customer Assistance Inquiry Record (CAIR)#**22447955**

VIN	1C4NJRFB0	CD	Open Date	07/23/2012	Built Date	03/14/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/21/2012	Mileage	3,582	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7					
Engine	ED3					
Transmission	DAW					
Dealer	57862	SOUTARS				
Dealer Address	631 WEST MAIN STREET					
Dealer City	BARSTOW	Dealer State	CA	Dealer Zip	92311	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	CHATSWORTH CA [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-23
Road Side File Created 07-23-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-40 W 631 WEST MAIN STREET
E MAIN STREET
BARSTOW BARSTOW
CA USA CA
START/STALL
DEALER CODE : 57862 SOUTARS

Customer Assistance Inquiry Record (CAIR)#

22452481

VIN	1C4NJRFB4	CD [REDACTED]	Open Date	07/23/2012	Built Date	06/29/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	07/14/2012	Mileage	0	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ED3					
Transmission	DHD					

Dealer	41657	GENGRAS CHRYSLER DODGE JEEP LLC				
Dealer Address	460 CONNECTICUT BLVD					
Dealer City	EAST HARTFORD	Dealer State	CT	Dealer Zip	06108	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	KEENE NH [REDACTED]	Country	UNITED STATES			

Dealer - Sales - Transaction - Incorrectly Equipped - Default	Customer alleges vehicle was sold with missing parts.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	No current assistance needed.
Product - Engine - Unknown - Noisy - Default	Squealing in engine.
Product - Unknown - Unknown - Stalling - Default	Vehicle is stalling.
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 07/23/2012
 Survey Number : CD70596301
 Quality Survey ID Number: 212323716
 Survey Date : 07/17/2012
 VIN Number : 1C4NJRFB4C [REDACTED]
 Mapping Class : Non-Legal/Non-Dealer
 Event Type : Vehicle sale
 CPS Score : 0

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer left message requesting call back and stating that the CM will call back by Monday.
 2nd attempt made to contact customer. Left message.
 Writer contacted [REDACTED] and spoke to customer, Ms. [REDACTED], who advised she is dissatisfied with vehicle. Customer alleges vehicle didn't come equipped with parts needed at time of sale and that customer experienced a squealing in the engine. Customer alleges the dealership is advising they are unable to duplicate concerns. Customer alleges she also has a current concern with vehicle stalling. Writer referred customer to the dealership for diagnosis and advised can follow up with dealership to assure diagnosis and repairs. Customer alleges she doesn't live near the dealership and isn't sure when she'll be by there. Writer offered to locate other dealerships in her area and customer advised she didn't want to work with dealerships in her area. Customer alleges follow up from Case Manager won't be necessary as she doesn't want to work with Customer Care. Customer alleges she worked with customer Care with her last Jeep purchased and it didn't work out. Customer alleges no further assistance is needed. Writer advised 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)#**22452724**

VIN	1C4NJRFB0	CD6	Open Date	07/24/2012	Built Date	03/14/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/21/2012	Mileage	3,582	Dealer Zone		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7					
Engine	ED3					
Transmission	DAW					

Owner		Contact Type	ROADSIDE
Address		Home Phone	
	CHATSWORTH CA	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-24
Road Side File Created 07-24-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-40 W
E MAIN STREET
BARSTOW
CA USA
START/STALL, START/STALL
DEALER CODE : EFIRD CHRY-JEEP-DODGE INC

Customer Assistance Inquiry Record (CAIR)#

22454754

VIN	1C4NJRFBX	CD	Open Date	07/24/2012	Built Date	06/01/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	07/11/2012	Mileage	1,500	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBU					
Engine	ED3					
Transmission	DHD					

Dealer	66997	BENDER CHRYSLER DODGE				
Dealer Address	3400 MABRY DRIVE					
Dealer City	CLOVIS	Dealer State	NM	Dealer Zip	88101	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	OKEMOS MI	Country	UNITED STATES			

Product - Engine - Unknown - Other - Default	Vehicle stalled at highway speed.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Caller is owner s father [REDACTED]. Customer was travelling to Crown Point New Mexico. Customer broke down when they entered New Mexico the vehicle stalled on the highway at 70 mph. Vehicle was taken to dealership (66997 Bender) and customer had to continue on her way to her destination another 5 hours beyond with a rental vehicle. Customer would like to know if and when the vehicle repairs are completed can Chrysler jeep make arrangements to have the vehicle brought to her destination in Crown point N.M. and return the rental as it will be a 10 hour round trip to retrieve the vehicle and the customer will not be able to do this.

Briefly summarize what the customer is expecting:
 Customer would like to speak to CM and see if these arrangements can be made.

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] or wife s cell [REDACTED]
 Preferred Afternoon/Evening call back number is home [REDACTED]

Customer email address for case updates: XXXXX@XXXXX.com
 Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 66997 Bender
 Reassigned to 88F

Note - Owner, [REDACTED] and her mother were the vehicle occupants travelling to New Mexico when the vehicle became disabled.
 ***** CASE MANAGER TEAM - District O *****

Customer loyalty:
 Original owner, only vehicle in household history, no Service Contract.
 Writer sent e-mail to Area Manager (AM) about customer s request.
 AM stated that he had a request from the SM for 7 days of rental. AM stated that there was not the man power to take vehicle to customer and was looking to cover the rental until the customer is on their way home to get vehicle.
 Writer stated that the customer would be contacted to find out when they were going home.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message asking when they were going home to MI. Then dialed, [REDACTED]
 Customer stated that the vehicle was not going back to MI and would be

staying in Crown Point with her daughter. Customer stated that her daughter has classes and is wanting the vehicle brought down to her. Customer stated that the dealership had informed her that they did not know if putting in the new PCM would address the issue. Customer stated that she was grateful for the dealership being honest about the situation, but that her confidence in the product is not the same and asked for an extended warranty. Customer stated that it could have been a life threatening situation when the vehicle stalled without warning on the freeway and does not know how she feels about her daughter driving the vehicle when she is out in the middle of nowhere.

Writer informed customer that her concerns would be looked into and then call her back by end of business on 7/27 or as soon as new information is obtained.

Writer informed AM of what the customer had stated.

AM stated that he was not able to take the vehicle down to Crown Point and that he was willing to extend the rental to the weekend if it would help and that no extended warranty would be offered as that is what the warranty is for and that the rental was already being offered to customer for goodwill as the vehicle did not have a Service Contract on it. AM stated that he was willing to offer reimbursement for a car payment if Writer felt it was needed.

Writer informed SM of what the AM had stated about extending rental and asked about the repair done.

SM stated that the code that the vehicle had was the same code that the vehicle last week had, which he did mention was odd that it was exactly a week apart and that the repair for that code is to replace the PCM. SM stated that he is confident in the repairs that were completed.

Contact attempt, phone number dialed,

██████████.

Julie, owner's Mother, stated that she was still wanted to know if the vehicle had actually been repaired and if Writer could say with 100% confidence that her daughter would not have the engine stall again and get stranded.

Writer informed customer that the SM had stated that he was confident in the repair from the code that was obtained from the vehicle. Writer informed customer that guarantees cannot be made, but that the SM was not apprehensive when he stated he was confident in the repairs. Writer stated that for piece of mind that she should make sure the number for Roadside Assistance was in the vehicle.

Writer informed customer that the vehicle could not be brought down to her daughter, but that the rental would be extended to the weekend and that a 1 car payment reimbursement would be authorized for the inconvenience.

Customer asked if they would be reimbursed for the mileage and gas that it will take her daughter to pick up vehicle and for the hotel that they had to stay in the night that the vehicle broke down and if her daughter has to stay in a hotel when she picks up the vehicle was it will be a 12 hour drive.

Writer informed customer that the request would be looked into, but that the car payment was to compensate for these type of concerns. Writer asked if the car payment information would be able to be e-mailed in. Customer stated that it could and thought that the first payment was due 8/10 and was about \$300.

Writer informed customer that since the link is good for 7 days that a follow-up call would be made on 8/6 to address her recent request and to see if the link can be sent to the payment information.

Customer e-mail address is ██████████.

Customer was still not happy that the vehicle could not be brought down and stated that the rental vehicle had 135,000 miles on it and the headlights did not work. Customer stated that the dealership had informed her that NM had a law that did not allow them to have loaner vehicles. Customer stated that if the dealership was so confident in the repair that they should drive it down for that reason.

Writer informed customer that the vehicle needs to be picked up this weekend and that the SM was aware of the rental extension.

Writer informed AM of customer's current concerns and request.

AM stated that 1 car payment is all that would be provided as it was purely goodwill as well as the rental vehicle.

Agent received 1.5 call from customer who expresses complete frustration and dissatisfaction and panic. Customer states just got the vehicle back from the dealership who reassured the customer that the vehicle was safe

who is the owner of the vehicle was driving on a road trip and currently is on the side of the road stranded with a vehicle that won't start in Albuquerque New Mexico. Customer states that customer's daughter was going 80 on the highway and the vehicle shut down without any warning and now the vehicle won't start. The vehicle shuts down at high speeds not check engine lights come on or any hesitation to the vehicle just shuts off and then has no power. Customer is extremely concerned for the 22 year old daughter stranded in the desert on the side of the road with a vehicle that won't start waiting for a tow truck customer feels that this vehicle is not safe and is requesting buy back. Writer informed customer that case will be sent to Chrysler's qualifying team for further review and customer will be contacted by a qualifying agent to discuss the decision. Customer needs a rental and writer informed customer that the dealership that the vehicle is getting towed too should provide the customer's daughter with a rental the vehicle is still under warranty if not writer has approved a few days of rental for customer due to customer's inconvenience. Writer is now reassigning case to 88L for further review Customer states that she has broke down again and the vehicle is at dealership 45455. Customer states that she was driving on the highway and the vehicle broke down again. Customer states that she would like a rental. Agent approved a 3 day rental after speaking with Howard at the dealership.

No D2D has been sent

Customer wanted a large vehicle for rental as well as requesting to work with another rental agency. Agent informed customer that the rental agency worked directly with dealerships and any kind of increase in expense could not be approved at this time and would have to consult with the case manager for any kind of increase and made no promises.

***** 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 = Possible open RO.

Number of days out of service = 0 in system.

Writer called customer to inform them of the above information.

JULIE A MORRISON is stating she does not feel Jeep cares about them and cannot believe we have put her daughter back in this vehicle and this is the second time this vehicle has died out. Writer informed customer that Jeep does want their vehicle repaired and we will escalate their case to seek resolution.

Writer called dealership and informed SM Donny per voice mail customer requested Lemon Law and the vehicle did not appear to meet the guidelines. Writer is sending cair to SH950 for further handling.

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

*** Lawrence Dunson with the I2R Customer Resolution Team is now responsible for this CAIR.

Called [REDACTED] and left voice mail for customer to call back regarding the vehicle repair concerns. Called [REDACTED] and the operator did not allow unknown number, was unable to reach owner or leave message.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Area Manager (AM) and he stated that he spoke to the dealership about the vehicle and found out that the vehicle had run out of gas and is why the fuel pump ran hot and had to be replaced. AM stated that the dealership had informed him that the customer was asked if there was fuel in the vehicle and were told that there was. AM stated that he did authorize the fuel pump to be covered for customer.

Spoke with [REDACTED] and her husband Glen. The two advised that they are very upset and frustrated. Mr. [REDACTED] advised that he would not accept any amount of money or anything less than being taken out of the vehicle. The owner stated that while driving to NM, Mrs. [REDACTED] and

driving on the highway and advised that at highway speed, the engine just shut off. The vehicle was towed into the closest dealership being Bender Chrysler Dodge Jeep 66997. The owner advised that she was told by the dealership that they have since a lot of stalling issues with this particular vehicle. The owner was given a rental and the vehicle was picked up five days later on the 7/27/12. The owner stated that she was advised that the repair was completed and it was safe to drive the vehicle. The owner stated that about 200 miles later, the vehicle stalled again. The vehicle was taken to dealership 45455. The owner stated that the again they are being advised that the vehicle is ready to be picked up but they feel that the vehicle is a death trap and the refuse to put their daughter back in this vehicle. The owners stated that they will not be satisfied with a cheap fix and they advised that it would be a lot cheaper for Chrysler to trade out their vehicle than for them to resolution the issue by using an alternative route. Apologized to customer for the inconvenience, as I can certainly understand his/her frustration and/or concerns. Advised customer that their 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 they would allow me the opportunity to do so. Customer was not satisfied with my offer to assist with the repair the vehicle and was persist in the fact that they will not place their daughter back in this vehicle. I advised that I would gather the needed information and present their concerns in the next board meeting. Advised that at this time will I need to follow the procedure and I will keep them updated on a resolution.

Spoke with the service manager, Donnie at the dealership (66997). Donnie confirmed that one repair was completed on the vehicle at the dealership 66997. The vehicle was towed and for a stalling issue. The service manager advised that the PCM was replaced. The vehicle was taken in after hours on 7/20/12. The owner picked up the vehicle on 7/27/12. Donnie did not state that he advised the owner that this was an on going issue. Donnie stated that it appears that the owner has completed a Google search and found websites showing other owners having this issue. Received a called from John Nabozny 810-223-5843, John is the service manager at the selling dealership 45400. John advised that he received a call from the owner. The owner advised John that while driving to NM, the vehicle stalled twice and was taken into two different dealerships. John wanted to offer any assistance.

I advised John that I was handling the case for the owner. The owner expressed to John that he wanted his daughter to be taken out of the vehicle. John advised that he could look into what a trade would be it more than likely wouldn't do any good if the vehicle is in NM and his dealership is in MI. I agreed as per lines 41-42 the vehicle will not be taken back to MI. Will verify with the customer if they plan to take the vehicle.

Called and spoke with the service manger at the dealership Larry H Miller Chrysler Jeep 45455. Currently the vehicle is at the dealership. The service manger advised that the vehicle was taken in for fuel depravation but it was not because the owner did not fill up the tank. It appeared to be because there was a kink in the fuel tube. Greg the service manager advised that the vehicle has been test driven and appears to be repaired. Prior to the repair, the dealership did consult with STAR for advise and feels that after test driving the vehicle, the issue has been repaired. The owner called back to check the status of me reviewing the case. Advised that I have confirmed the repairs and understand that he does not want the vehicle. I advised that currently the repair has been confirmed by the dealership so it is my recommendation that he picks up the vehicle. The owner stated that he will not pick up the vehicle and he would hold on the rental that was authorized in the meantime. I advised that if he decides to keep the rental, he may be charged for additional days in the rental. The owner stated 'I am willing to pay the extra days while a decision is being made.' Advised that I would present his information in the upcoming meeting on 8/2/12

Per CAIR notes, the AM has been involved sent email and left message for AM ZAZ

***If the customer should call, please request them to contact Lawrence

Spoke with the DM ZAZ. ZAZ advised that he has confirmed with both dealerships involved that all repairs were completed according to the repairs need at that time. When the vehicle was at Bender Chrysler the vehicle was experiencing electrical issues which is why the PCM was replaced. When the vehicle was at Larry H Miller Chrysler, the vehicle was experiencing mechanical issues which resulted in the fuel tank being replaced. ZAZ agrees that the vehicle has been repaired and is ready to be picked up. Advised that I was calling because lines 55-64 and lines 175-180 show AM involvement.

Called the owner and spoke with Mr [REDACTED]. Advised that his case has been sent to Chrysler and at this time, we will not be extending an offer to have the vehicle replaced. Advised that we are fully confident that the vehicle is repaired. The owner was very upset. The owner stated that he is going to go 'as public as possible' Apologized to customer for the inconvenience, as I can certainly understand his frustration and/or concerns. The owner stated that he has been told this once before and he felt the Chrysler wanted to place his daughter in an unsafe vehicle. Advised again that the vehicle is repaired. The owner stated that he was promised reimbursement for the hotel fees acquired while waiting on the vehicle as well a monthly payment reimbursement. Advised the owner to faxed the contract showing the monthly payment to me for review. Advised DM ZAZ that I would take care of the payment reimbursement once I receive the payment information from the customer. DM ZAZ further advised that since the owner doesn't live in the area to extended the authorization of the rental till 8/4/12.

Customer called in seeking to speak with someone higher up than LD422. Writer advised customer case has been escalated as high up as possible. Called and left a message for the owner advised to callback with the status of the repair. Also advised that per our last conversation, he was advised to send information showing his monthly payment so that a reimbursement could be processed. Advised that I haven't received anything and he can still fax the information to [REDACTED]

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and left a message for [REDACTED] advising to callback in regards to the status of the vehicle. Called and spoke with [REDACTED]

[REDACTED] Advised that I received the fax on 8/10/12 in regards to the payment reimbursement. Advised that I can offer two monthly payment reimbursements of \$320.58 totaling the amount of \$641.16. Mrs [REDACTED] stated that whatever I can do to help is appreciated.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

8/13/12 Emailed tjb16 requesting to process the customer's payment reimbursement in the amount of \$641.16 (two payments). Follow up regarding reimbursement on 8/15/12. CM

Check approved.

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

tjb16@chrysler.com on 2012-08-14 @ 17:18

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

Check received and sent to customer through US Mail.

8/15/12 Received email from tjb16 confirming customer's payment reimbursement in the amount of \$641.16 (two payments) has been issued and mailed to the customer. CM

Called and left a message for [REDACTED] advising that the payment reimbursement has been sent.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

8/17/12 A message was left for customer on 8/16/12 advising the payment has been forwarded. Customer has not advised of any further concerns with vehicle. Closing case and CAIR. CM

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

The owner called and left a message stating that she was confused about the amount of the reimbursement. Called and spoke with [REDACTED] advised that per the information fax to me, she was requesting a total amount of \$479.90 (320.58 for monthly payment and \$98.53 and \$60.79 for hotel bill) Advised that instead of reimbursing her for the hotel and a monthly payment as promised by customer care, I reimbursed her for two monthly payments which was more than what was requested on the fax.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

process of Arbitration. Agent provided information to the customer on lines 326-327.

Caller is seeking information about lemon law. Agent advised caller that an employee purchase would qualify for lemon law if the process in the Blue and White book covered the concerns. Agent advised caller that I2R group is handling the case and to speak with them for additional assistance.

Howard, SA, stated that he wanted to verify that the 7 days of rental was documented so that the claim would pay it.

Writer informed SA that the case was now updated.

Customer Assistance Inquiry Record (CAIR)#**22463126**

VIN	1J4NF1GBX	BD	Open Date	07/26/2012	Built Date	06/23/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	08/14/2011	Mileage	19,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44347	JENKINS CHRYSLER SOUTH INC
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Dealer Address	RT 53 WINCHESTER RD					
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Dealer City	CUMBERLAND	Dealer State	MD	Dealer Zip	21502	
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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FROSTBURG MD	Country	UNITED STATES
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Corporate - Product Information - Default - Default - Default	Customer requesting to know if he is going to be charged a diagnostic.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle shut down while driving on the interstate.

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle shut down while driving on the interstate. Customer states the radio was still on and the signal lights still worked but everything on the dashboard had shut off. Customer states the check engine light is not on. Customer requesting to know if he is going to go to the dealership tomorrow and be charged money if they do not finding anything wrong with the vehicle.

Briefly summarize what the customer is expecting: Customer expecting to know if the dealership will be charging him a diagnostic fee if they do not find anything wrong with the vehicle.

Agent contacted the dealership to find out exactly how the diagnosis fee would work. Agent was advised by the dealership that it s a gray area because if there is no check engine light on then they may not find the issue. Agent was advised they would have to take a look at the vehicle and assess the situation and the customer would be notified before they did a diagnosis if he was going to be charged. Agent passed this information along to the customer.

Customer Assistance Inquiry Record (CAIR)#

22465122

VIN	1C4NJRBB4	CD		Open Date	07/27/2012	Built Date	12/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/29/2011	Mileage	8,000	Dealer Zone			
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Owner		Contact Type	E-MAIL
Address		APT 1	Home Phone
	N.CANTON OH	Country	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Fuel tank inquiry
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

My case #22406168. Please review the notes attached to my case. I submitted over \$900 in expenses for the problem with my 2012 Jeep Patriot. My case manager countered with approximately \$350 as payment in full. \$350 won't even reimburse me for my gas.

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

I simply expect to be fairly compensated. My car has been unavailable to me since July 1 and I have travelled 2000 additional miles because it stopped running on the interstate in the middle of no-where. I expect someone with authority to contact me with the understanding that I expect to be fairly compensated I should have no out of pocket for this breakdown of my brand new vehicle. I can be reached at [REDACTED] My case manager would not permit me to speak to his supervisor though I asked twice today.

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center. After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. Thank you again for taking the time to communicate with us. We're sorry we cannot provide a more favorable reply. Thanks again for your email.

Sincerely,
 Heather
 Customer Service Representative
 Jeep Customer Assistance Center
 *****END OF CAC EMAIL*****

my vehicle is brand new..it is a 2012..it isn't possible that you have reviewed my information..it isn't possible that I am out of warranty. All I am asking for is the monies I spent in good faith to return from Ohio to Kansas to pick up my car and drive it back to Ohio where it is still to this day being repaired. my expenses total over \$900 but I will accept \$750 as payment in full. \$323.00 is completely unfair, unreasonable and is not in the least demonstrating concern for the people that buy your product. I would appreciate it if someone with mediation authority would call me on this matter. 816-506-8931. I am at the limit of my patience. I should not have any out of pocket expense for my brand new vehicle breaking down on the side of a highway 1000 miles from my destination but I am being asked to simply lose \$400-\$500. Unbelievable. please have someone call me.
 go ahead...open your present...

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

Dear Bonita:

Thank you for contacting the Jeep Customer Assistance Center. Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative

Jeep Customer Assistance Center

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

Dear Heather,

I think it would be a really good idea for you to review the first response that you sent to me on 7-26-2012. You indicated that my vehicle was no longer in warranty which is laughable since it is a brand new car...a 2012 Jeep Patriot warranted for at least 36,000 miles. I guess instead of actually looking at my case you simply responded with whatever came to mind. I am copying your responses and forwarding them along with all my other documentation for legal review. I would strongly suggest that you thoroughly read the notes associated with my case as well as thoroughly reviewing my warranty for my brand new car before you reponse.

I am in active communication with a case manager there as well as a case supervisor. Your responses will be forwarded to them as well.

I buy a new vehicle every 2-3 yrs so that I always have a car that is fully warranted. Working in customer service I know repeat business is what keeps the automotive business going. I have never jumped through so many hoops and/or been treated so shoddily when I am clearly not at fault and clearly still in full warranty.

Without real effort on the part of every single Chrysler/Jeep employee that I do business with, to make the experience as painless and stressless as possible for me I will make sure that everyone that I know steers clear of your products.

Should you decide to respond it would behoove you to read my case and to be aware that my car broke down on 6-30-2012 and as of this moment it is still being serviced!

Bonita Marie Gregory

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

Customer Assistance Inquiry Record (CAIR)#

22470893

VIN	1J4NF1GBX	BD	Open Date	07/28/2012	Built Date	10/26/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/14/2011	Mileage	22,000	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44183	BARABOO MOTORS INC				
Dealer Address	640 HWY 12					
Dealer City	BARABOO	Dealer State	WI	Dealer Zip	53913	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	SHEBOYGAN WI	Country	UNITED STATES			

Corporate - Rental Vehicle - Default - Default - Default	Customer is seeking rental assistance
Corporate - Product Information - Default - Default - Default	vehicle stopped running and they can't restart it

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the vehicle quit running and a warning light in the shape of a lightning bolt is on. Customer states that he cannot restart the vehicle.

Briefly summarize what the customer is expecting: information on what he can do to restart the vehicle

Agent looked up in the owners manual and advised customer that he needs to have the vehicle towed to the nearest dealership. Agent transferred customer to roadside assistance.

Customer states that the phone call was disconnected when the previous agent transferred the call. Agent transferred customer to Cross Country Motor Club at 800-521-2779.

customer called back because he stated he wasn't transferred over to roadside. Agent transferred

Customer wanted to get a rental vehicle for the week while he was out on a trip. Agent attempted to contact SM in regards to this but SM had already gone home. Agent will escalate to case management for further consultation. Customer stated he was going to try to get the SM's direct number to get approval for 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: declined

Reassigned to 88R

Customer called because he would like to add information to the file.

Customer states when the tow truck showed up to offer roadside assistance, the vehicle actually started for the customer, therefore there was no need for roadside assistance. Customer states that, at the time being, there is no need for roadside assistance or a rental vehicle; however, customer still feels that the vehicle may experience the no start issue in the future. Agent documented customer's concern and notified customer that a CM will be contacting him by the COB today and that he should notify the CM about this information as well; customer understood.

Customer is no longer in need of a rental reassign to a Case Manager
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

If customer does not have any more concern case can be closed and customer can contact us back if the issue reoccurs.

Writer left message for customer advising if there are no other concerns the case will automatically close in 5 business days and if there is any

additional concerns to contact writer back.
CLOSED LOOP UPDATE - No contact.

Customer Assistance Inquiry Record (CAIR)#**22471779**

VIN	1C4NJRFB2	CD	Open Date	07/30/2012	Built Date	10/17/2011	
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/23/2012	Mileage	3,219	Dealer Zone	70		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PDM						
Engine	ED3						
Transmission	DHD						
Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER	JEEP DODGE				
Dealer Address	4175 W 3500 SOUTH						
Dealer City	WEST VALLEY CITY			Dealer State	UT	Dealer Zip	84120
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	STANFIELD OR					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-30
Road Side File Created 07-30-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-80 E 4175 W 3500 SOUTH
W 2100 S
SALT LAKE CITY WEST VALLEY CITY
UT USA UT
EAST BOUND, RIGHT SHLD, STALL OUT, 15 MILES WEST O
DEALER CODE : 44644 KEN GARFF WEST VALLEY CHRYSLER

Customer Assistance Inquiry Record (CAIR)#**22476486**

VIN	1C4NJRFB4	CD	Open Date	07/31/2012	Built Date	12/21/2011	
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/23/2012	Mileage	2,081	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7						
Engine	ED3						
Transmission	DHD						
Dealer	42674	NICHOLS DODGE INC					
Dealer Address	988 PLANTATION RD						
Dealer City	BURLINGTON			Dealer State	NC	Dealer Zip	27216
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	BURLINGTON NC					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-31
Road Side File Created 07-31-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
NC-62 988 PLANTATION DR
ANTHONY ROAD
BURLINGTON BURLINGTON
NC USA NC
STALLED//
DEALER CODE : 42674 NICHOLS DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#**22476524**

VIN	1C4NJRFB1	CD	Open Date	07/31/2012	Built Date	11/21/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/27/2012	Mileage	5,000	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PJR					
Engine	ED3					
Transmission	DAW					

Dealer	68999	FRANK SHOOP CHRY-JEEP-DODGE				
Dealer Address	1470 CHERRY BLOSSOM WAY					
Dealer City	GEORGETOWN	Dealer State	KY	Dealer Zip	40324	

Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	BOLIVAR NY 1	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-07-31
Road Side File Created 07-31-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-75 S 1470 CHERRY BLOSSOM WAY
STATE HIGHWAY 620
SADIEVILLE GEORGETOWN
KY USA KY
START/STALL,2-3MI PAST SADIEVILLE EXIT,ANNCD VEH T
DEALER CODE : 68999 FRANK SHOOP CHRY-JEEP-DODGE

Customer Assistance Inquiry Record (CAIR)#

22479121

VIN	1C4NJRFB9	CD		Open Date	07/31/2012	Built Date	11/22/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/17/2011	Mileage	13,000	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PW7						
Engine	ED3						
Transmission	DHD						

Dealer	68479	NABER CHRY-DODGE-JEEP INC					
Dealer Address	5660 MAIN STREET						
Dealer City	SHALLOTTE	Dealer State	NC	Dealer Zip	28470		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	ADVANCE NC	Country	UNITED STATES				

Product - Drivability - Unknown - Stalling - Default	Vehicle keeps stalling
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the dealership has the vehicle and they can not locate the issue, customer states that the vehicle will stalling on him. Customer states on July 7th the vehicle stalled and would not turn back on and had the vehicle towed to the dealership. Customer states that on July 26th the vehicle stalled again and left the vehicle for an hour and the vehicle started up and stalled shortly after. Customer had the vehicle towed to the dealership on July 27th and they have had it since. Customer is seeking assistance in finding out what is causing the vehicle to stall repeatedly. Agent advised the customer that the file will be sent to the case manager for review.

Briefly summarize what the customer is expecting: Customer seeking assistance in getting the vehicle diagnosed and repaired.

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

Preferred Morning/Midday call back number is [REDACTED] Cell

Preferred Afternoon/Evening call back number is [REDACTED]

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? 68479

Reassigned to 86H

***** CASE MANAGER TEAM - District ?96 ù *****

Status update provided via email to the following email address:

Dear MR. [REDACTED]

My name is Trish 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.#22479121

The Chrysler Case Management telephone number is 855-525-5085

My direct extension # 4720318

My work hours are: 9:30-6:00 pm Eastern Standard Time

Monday Friday

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

Sincerely

Case Manager, Trish

End of Status Update

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

[REDACTED].
CM contacted SM kevin and he stated that they have test drove the vehicle 4 to 5 times over 30 minutes at a time. Nothing is happening for them

and no codes are coming up. SM stated that they got authorization from the customer to take the vehicle home and drive but again nothing showed up. SM states there is nothing they can do at this time.

Customer contacted CM in regards to his vehicle. CM stated that I was just on the phone with the DLR and they cannot duplicate the problem and the only thing that can be done is when it happens again bring it back to the DLR. Customer stated he is worried for his kids and his safety. He does not want to be stranded again. The DLR is 240 miles away and he is going to pick up the vehicle with his dad and a trailer in case this happens again. He has been with no car for 1 week and has to take off work Friday to pick it up un fixed, he is not happy. CM advised I will research the issue and call him tomorrow.

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

CM contacted customer to inform at this time the DLR cannot duplicate the issue. CM recommends if this happens again to take it to a DLR closer to the city he lives in. CM did look up city and told customer WILSON GEORGE E & jeep. 336-998-4767. Customer did state that he might have to get a lawyer, but he does not want to. CM advised him to look in owners manual for his rights, and stated that is not my department. CM will call him 8/6/2012 after he picks up his vehicle.

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

*** Lawrence Dunson with the I2R Customer Resolution Team is now responsible for this CAIR.

Left voice mail for customer to call back regarding the vehicle repair concerns.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

CM called customer like I told him I would, to see how the vehicle was running. CM left message if he needs to talk to me he can call. CM will give him information stated on lines 69 and 70 if he calls.

Called and spoke with the owner. The owner advised that the vehicle is stalling on him intermittently. The owner stated that he drives to the east coast beaches (Shallotte NC area) a lot with his children so he fears that the vehicle may stall on him with this children. The first time the vehicle stalled while idle in the parking a lot. The owner stated after waiting a while, the vehicle started right back up. The owner stated that his second trip to the beach on the east coast the vehicle stalled while he was driving about 55 mph. The dealership was unable to duplicate the concerns. Apologized to customer for the inconvenience, as I can certainly understand his frustration and/or concerns. Advised customer that his /her 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.

Called the dealership and spoke with the service advisor Robert. Robert stated that the service manager is on vacation until next week. Provided Robert with the owners information. Advised that an appointment is needed for the owner and a STAR case should be opened. Robert advised 'that wouldn't be a problem' advised that I could authorize a rental when the appointment is made. Robert advised that the owner can bring the vehicle in at any time.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and spoke with the owner. The owner advised that he will try to schedule an appointment for 8/14/12. Advised that owner that I would follow up on 8/14/12 and make sure that the vehicle is taken in and a STAR case is opened.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

****Unable to update CAIR due to system issue***Tim McDonald with Chrysler called and regards to this case. Advised that there is a recommended repair for this particular issue and he would like to follow up to see if his suggestion repairs the concern.

>Called and spoke with the service foreman on 8/15/12. The service manager is unavailable. Advised to contact Tim McDonald to be advised of how to address the owners concerns.

recommended repair for the vehicle and the dealership is currently working on the case.

Called the dealership and spoke with Dewy as the service manager is unavailable. Was advised that the dealership is replacing the fuel pump module which should be done by 8/23/12.

Called and left a message for the owner advising that I was following up with the repairs at the dealership. Advised the owner to callback.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and left a message for the owner advising that I was checking on the status of the vehicle.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

The owner called back and I spoke with him. The owner confirmed that he picked up the vehicle and as of now he is not experiencing any issues. Advised the owner that I would follow up with him to check the status of the vehicle.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called [REDACTED] and left a message advising the owner to callback to provide the status of the vehicle.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Called and spoke with the owner. The owner advised that he currently isn't having any issues with the vehicle. Offered the owner that Added Care Plus \$50 deductible service contract. The owner was happy with the offer and thanked me for my assistance. Advised the owner that I would follow up once the contract is applied.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

9/4/12 Emailed rw100 for approval to apply the Chrysler Service Contract to the customer's vehicle. Follow up on service contract approval on 9/6/12.

CM

9/5/12 Received approval from rw100 to process the Chrysler Service Contract. The Chrysler Service Contract applied was the Added Care Plus 5 year/85,000 mile \$50.00 deductible. Contract code WAD585N. CM

Called and spoke with the owner and advised that the service contract has been added.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Closing CAIR.. as owners concern regarding the vehicle stalling has been repaired. Applied the Added Care Plus 5 years/ 85,000 miles \$50 deductible service contract and the owner is satisfied with the repair and the CRO.

***If the customer should call, please request them to contact Lawrence Dunson at 888-542-7239, extension 441. Thank you. ***

Customer Assistance Inquiry Record (CAIR)#**22479641**

VIN	1C4NJRFBX	CD [REDACTED]	Open Date	07/31/2012	Built Date	03/14/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/08/2012	Mileage	8,500	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PLB					
Engine	ED3					
Transmission	DHD					

Dealer	45382	BROADWAY CHRYSLER, DODGE, JEEP,	INC.
Dealer Address	2720 BROADWAY AVE		
Dealer City	YANKTON	Dealer State	SD
		Dealer Zip	57078

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MENNO SD [REDACTED]	Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	customer requesting rental
Product - Electrical - Electronic Stability Program - Intermittent/Inoperative - Default	customer states PCM needs to be replaced

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that she had her vehicle brought in to a dealership when she was out of town and they brought it to Roys Chrysler Dealership in Grand Island. 1-308-384-8300. They diagnosed it as needing a power control module.

They told customer that it was safe to drive the vehicle home, Customer brought the vehicle to a dealership close to where she lives. Broadway Chrysler Jeep Dodge 2720 Broadway Ave Yankton, SD 57078-4826605-665-8033. This dealership is telling customer they need to do this diagnosis themselves. The dealership stated that if it wiring was chewed by rodents then it would be at expense. Customer is a little apprehensive about the dealership.

Briefly summarize what the customer is expecting: customer just want to register information about the vehicle problems she is having.

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 [REDACTED]

Customer contacted us back because she states that the dealership wont offer a rental for the customer and would like one

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]

Customer email address for case updates:

Reassigned to 88R

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

Customer:Original owner/1 new/2 used/1 household/no service contract
 CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]
 spoke to Service Manager Jamie. SM stated customer has an appointment for Wed. SM said vehicle previously stalled while out of town took to dealership and they were unable to duplicate the issue, but told customer needed to have the PCM replaced. SM indicated to customer they will need to do a new diagnostic as receipt did not have any information on diagnosis. SM has indicated to customer they do have loaner vehicles but they are all loaned out right now. SM stated they have no rental agency in town when writer authorized 2 days rental. SM stated he gave the customer different options and was not happy with any of them customer has been told have shuttle that could take customer. SM stated customer also lives in the middle of two dealerships but is not wanting totake vehicle to other dealership.

Writer dialed [REDACTED] customer will be at appointment at 8 then will have another appt at 845. Customer indicated that dealership can call her if they have a loaner returned.

Writer called Service Manager Jamie at 605-665-8033 there are no codes and she has not had any problems or duplication. Customer has the vehicle and she will keep the paperwork and they gave his documentation.

Writer called the customer at [REDACTED] left message for callback.

Writer called the customer at [REDACTED], Hello this is Linda with Chrysler Customer Care and this message if for Ms [REDACTED]. I m calling because your dealer has told me your vehicle has been repaired and returned to you and I wanted to find out if everything is to your satisfaction; there is no need for you to call me back. However, I will leave your case open for one week prior to closing it. If you do need to contact me, please contact me at 800-763-8422 ext. 66283. Thank you.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

22480205

VIN	1J4NF1GB8	BD	Open Date	07/31/2012	Built Date	01/20/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/31/2011	Mileage	8,000	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	COLUMBIA MO				Country	UNITED STATES

Product - Engine - Engine Block / Short Engine - Defective - Default	#rd time for engine problem/customer stuck in Kansas awaiting tow
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Briefly summarize why the customer is contacting Chrysler: Customer s boyfriend, Daniel Leon/occasional driver, calling to say they are stranded in Kansas and waiting for a tow truck as the engine (which has been replaced twice) has quit again.

Briefly summarize what the customer is expecting: Customer seeks possible vehicle replacement as this is the 3rd time with engine trouble in this vehicle. Customer seeks case manager to resolve problems with this vehicle.

Agent advised customer s boyfriend, Daniel Leon, that case manager will call tomorrow by end of business day.

Agent provided dealership location in Colorado Springs: Perkins Motor Company, Inc. 1205 motor city dr colorado springs , CO 80905-7314 Phone: 719-475-2330. Daniel will have vehicle towed to Colorado Springs and contact dealership when they arrive there.

Customer, [REDACTED], can be reached on cell: [REDACTED] They will be in Colorado Springs.

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 cell above
Customer email address for case updates: n/a Use cell above.

Who has possession of the vehicle? (Owner)- Owner towing to Colorado Springs possible dealership: Perkins Motor Company #38356 zone 74
Has the vehicle been diagnosed by a CDJ dealer? (No)-Engine twice before- Not diagnosed yet for this 3rd event
If a CDJ dealer has diagnosed, what is the dealer name or code? Towing to Perkins #38356 zone 74
Reassigned to 88F
CUSTOMER TRAVELING PLEASE CALL CELL PHONE.
***** CASE MANAGER TEAM - District O *****

Vehicle has 8000 miles,
Original-yes-2011 Jeep Patriot,
Convenience pkg valid,
No Chrysler mechanical SC,
Original-1,
336 basic wty valid,
Powertrain wty valid,
no recalls.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, cell: [REDACTED] 1, left a message received case and assigning to Case Manager for dealership Perkins Motors Company and go over case information.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
[REDACTED] left message requesting a return call and left a number for contact, [REDACTED].
[REDACTED] left message requesting a return call and left a number for contact, [REDACTED]. Customer advised this is her first new car and she really loves the vehicle. Customer advised the engine was rebuilt at the

dealership in AZ for the first engine problem. Customer stated the second engine problem was addressed at dealership 60511 where the dealer personnel found a loose connection between the coolant system and the engine which was tightened. Customer advised the rattle was corrected. Customer advised she will take the vehicle to dealer 60511 on 8/6/12 to have the recent engine stalling concern diagnosed. Customer stated she wants the vehicle to be safe so that she does not have to fear danger when driving the vehicle. Customer provided an email address for case updates, [REDACTED]. Writer advised USCAC can work with customer and dealership to address the concern. Writer advised the case will be transferred to the case manager that works with dealer 60511. Writer advised the case manager's contact information will be emailed to address provided. Writer provided phone number for roadside assistance. Writer advised the vehicle will be towed to nearest dealership and customer would incur charges if customer requests to have the vehicle towed to another dealership that is greater than 10 miles away from nearest dealership. Writer advised towing expenses can be considered for reimbursement based on the diagnosis of a dealership. Status update provided via email to the following email address:

[REDACTED]
Ethan is the Case Manager that works with Fletcher Jeep. Here is some information that will be useful for you to have:

Your Case number: 22480205

Chrysler Case Management telephone number: 800-763-8422

Ethan's direct extension: 66296

Ethan's work hours: 10:00am-6:30pm Eastern Time Monday-Friday

End of Status Update

3rd attempt made to contact customer at [REDACTED]. Left message requesting a call back at extension 66296.

Writer contacted dealer at 573-443-0481 writer was informed that they were not able to duplicate the concern.

3rd attempt made to contact customer at [REDACTED] writer informed customer of lines 78-79 customer understood but was unhappy because she feels very unsafe driving the vehicle. customer asked writer what would have to happen for chrysler to buy back the vehicle, writer offered to sent case to Qualifier team, customer declined as she has already looked into her states lemon law and she knows that she will not qualify. Writer will look into trade in assistance to get customer into vehicle that customer feels safe driving.

Status update provided via email to the following email address:

Ms. [REDACTED],

This is your case manager Ethan with Chrysler customer care and i will be contacting you on wednesday with an update in your case.

End of Status Update

attempt made to contact customer at [REDACTED]. Left message writer emailed AM

Status update provided via email to the following email address:

Ms. [REDACTED],

this is ethan with chrysler customer care. I am currently waiting for response from the area manager and I will be contacting you on Tuesday the 21st with an update.

End of Status Update

Status update provided via email to the following email address:

Ms. [REDACTED],

[REDACTED] Area Manager has not responded back to us. I am sorry for the delay. We will contact business center again tomorrow.

Thank you,

Ethan

End of Status Update

Writer contacted dealer at 573-443-0481 SA Jared stated that SM Will not be in until monday.

Status update provided via email to the following email address:

Ms. [REDACTED],

we are currently waiting to hear from the dealership and you will be contacted on monday.

End of Status Update

Writer recieved email from AM stating that he needs more information

Status update provided via email to the following email address:

[REDACTED]

This is Ethan with Jeep customer care. We are currently doing more research into your case and will contact you on Wednesday the 29th

End of Status Update

Writer contacted dealer at 573-443-0481 unable to speak to SM
attempt made to contact customer at [REDACTED] unable to leave message
attempt made to contact customer at [REDACTED] unable to leave message
attempt made to contact customer at [REDACTED] left message
attempt made to contact customer at [REDACTED] left message stating
that case will close in seven days with no contact
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

22480638

VIN	1C4NJRBB7	CD	Open Date	08/01/2012	Built Date	12/07/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/16/2012	Mileage	12,410	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	68705	LIMON CHRY-PLYM-DOD-JEEP INC				
Dealer Address	1155 N HWY 71					
Dealer City	LIMON	Dealer State	CO	Dealer Zip	80828	

Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	JEANNETTE PA 1	Country	UNITED STATES			

Product - Engine - Unknown - Other - Default	stopped running
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-08-01
 Road Side File Created 08-01-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 I-70 W 1155 N HWY 71
 EXIT 405 @ I-70 W
 SEIBERT LIMON
 CO USA CO
 SP IS ACTUALLY S&M REPAIR SAME PHONE NUMBER AND AD
 DEALER CODE : 68705 LIMON CHRY-PLYM-DOD-JEEP INC
 ***** CASE MANAGER TEAM - District X *****
 DEALER CONTACT: Dealer: 68705, 719-775-2881
 Service Manager (SM) Keith
 Spoke with Service Advisor (SA) Amanda McMillan
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 7/31/2012
 What is the current mileage? 12410
 If known, what is the reason for the tow? Stopped running
 Have the repairs been completed? No diagnosis in progress.
 If yes, when were they completed? 8/1/2012
 If no, what is the estimated repair date? 8/1/2012
 Are there any parts that need to be ordered? Unknown
 If yes, what are the part & order # s? N/A
 Rental provided? Yes
 If yes, how many days? 2, Dealer
 Customer contact phone number [REDACTED], provided by SA
 CONTACT UPDATE - 1st attempt.
 Called numbers: [REDACTED].
 Went to voice mail, no message left.
 2nd attempt to reach customer at both numbers, voice mail picked up, no message left.
 3rd attempt to reach customer, voice mail picked up on both numbers.
 Message left advising customer that Jeep is aware of the concern on the vehicle and informed that Jeep customer care is available to assist if needed to resolve any concerns at [REDACTED]
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**22484388**

VIN	1C4NJRCB6	CD	Open Date	08/02/2012	Built Date	04/20/2012
Model Year	2012	Body	MKJH74	JEEP PATRIOT LIMITED 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	06/01/2012	Mileage	4,000	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color						
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner				Contact Type	ROADSIDE	
Address				Home Phone		
	LUTHER IA			Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-08-02
Road Side File Created 08-02-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-40 W 8528 LOMAS BLVD NE
EXIT 263
SANTA ROSA ALBUQUERQUE
NM USA NM
JUST PASSED EXIT, STALLED OUT NO POWER NO START
DEALER CODE : 45455 LARRY H. MILLER CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

22497302

VIN	1C4NJRBBX	CD [REDACTED]	Open Date	08/06/2012	Built Date	11/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/11/2012	Mileage	0	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44520	SHERMAN DODGE				
Dealer Address	7601 N SKOKIE BLVD					
Dealer City	SKOKIE	Dealer State	IL	Dealer Zip	60077	

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

Corporate - Roadside Services - Warranty - Towing - Default	I'm having to get towed constantly
Product - Unknown - Unknown - Stalling - Default	Jeep keeps breaking down on the side of the road
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	

CPS Survey Record Received Date: 08/06/2012
 Survey Number : CD54813703
 Quality Survey ID Number: 213255486
 Survey Date : 07/30/2012
 VIN Number : 1C4NJRBBXC [REDACTED]
 Mapping Class : Non-Legal/Non-Dealer
 Event Type : 1st Service customer pay
 CPS Score : 0

Survey says, 'My brand new Jeep keeps breaking down on the side of the road. I m having to get towed constantly. This Jeep has under 7000 miles on it, and it s breaking down when I go from here to the stop sign. It s just the mechanical problem. There s something wrong with the sensor.'

***** CASE MANAGER TEAM - District 88Z *****

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.

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

Customer Assistance Inquiry Record (CAIR)#

22498570

VIN	1J4NT1GA6	BD		Open Date	08/07/2012	Built Date	11/19/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	01/05/2011	Mileage	13,601	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	26633	FERMAN JECF OF NEW PORT RICHEY					
Dealer Address	3939 US HWY 19						
Dealer City	NEW PORT RICHEY			Dealer State	FL	Dealer Zip	34652

Owner		Contact Type	CERTIFIED LETTER				
Address		Home Phone					
	NEW PORT RICHEY FL			Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	MVDN sent via certified mail
Product - Steering - Unknown - High Operating Effort - Default	While driving the engine stalls out and the steering locks up
Product - Unknown - Unknown - Stalling - Default	While driving the engine stalls out and the steering locks up
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 080212; DATE RECEIVED: 080712
 Motor Vehicle Defect Notification (MVDN) was sent in via certified mail.
 Customer claims the vehicle has been out of service at least 15 days and three or more repair attempts have been made to repair the same substantial defect or condition.

Customer wrote, ' While drviing the engine stalls out, and the steering locks up. This happens when making a left or right turn, at a stop light or stop sign and while driving at a constant speed.'

* Current mileage not provided by customer.

***** ATTENTION: BUSINESS CENTER *****

Please handle as merited and make sure customer is advised of final action/ decision.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 8/8/12*****

SEE ABOVE CONCERNS.

080812 EMAILED TA FOR APPT DATE

081012 RVW ATTEMPTED TO CONTACT OWNER AT CELL PHONE. GOT VM. LM ACKNOW RECEIPT OF MVDN AND REQ OWNER CALL WRITER.

WRITER RECD CALL BACK FROM OWNER VIA VM AT 1:12 PM. WRITER RETURNED CALL. REACKNOW RECEIPT OF MVDN. OWNERS CONCERN IS:

(1) VEH STALLS WHILE MAKING TURNS, AT STOPS, AND WHILE DRIVING AT STEADY SPEED

WRITER SCHEDULED OWNER TO DROP OFF VEH TO FERMAN OF NEW PORT RICHEY BY 8:30 ON AUGUST 17 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR BY PHONE. ALT TRANS TO BE PROVIDED AS CUSTOMER GOODWILL GESTURE FOR DURATION OF INSPECTION/REPAIR. DLR INSTRUCTED TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #22498570'. WRITER ADVISED TA/ASM/SM OF THE ABOVE. APPT LETTER SENT TO OWNER AS CONFIRMATION.

081712 RVW SPOKE WITH WARREN WHO CONFIRMED VEH AT DLR. WRITER INFORMED TA OF THIS AND REQ TA CALL WARREN.

082112 RVW SPOKE WITH SA. SA REPORTS THAT TEST DROVE VEH 8 MILES. UTD CONCERN. TA AUTHORIZED DLR TO REPL ESIM THEN TEST DROVE VEH 10-15 MILES TO SEE IF CONCERN RESOLVED.

082212 RVW SPOKE WITH SM. SM NOT SURE IF ESIM CAME IN. WILL CHECK AND CALL WRITER BACK WITH STATUS OF REPAIR.

082312 RVW SPOKE WITH SA. SA REPORTS ESIM REPLACED AND VEH TEST DRIVE ANOTHER 10-15 MILES PER TA INSTRUCTIONS. TO CONTACT OWNER TO PU VEH. TO FAX COPY OF RO TO WRITER UPON RETURN OF VEH TO OWNER.

082412 RVW SPOKE WITH OWNER. OWNER REPORTS THAT OWNER HAS BEEN CONTACTED

BY DLR TO PU VEH. WRITER CONFIRMED THAT REPAIR WAS MADE PER CHRYSLER REP
RECOMMENDATIONS. OWNER TO PU VEH.

082712 RVW RECD FAX COPY OF RO. OWNER PU VEH. FU LETTER SENT.

9/10/12 RECEIVED STATE BOARD ARBITRATION CASE #2012-0240/TPA.

Briefly summarize why the customer is contacting Chrysler:

Customer was requesting to speak to someone in regards to CASE
#2012-0240/TPA. Agent was researching for contact information.

Briefly summarize what the customer is expecting:

Customer disconnected.

Case settled by financed repurchase.

Customer Assistance Inquiry Record (CAIR)#**22508126**

VIN	1C4NJRBB3	CD [REDACTED]	Open Date	08/09/2012	Built Date	04/11/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/25/2012	Mileage	5,700	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PLB					
Engine	ED3 2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DD7 5-SPEED MANUAL T355 TRANSMISSION					
Dealer	24237	GO CHRYSLER JEEP WEST				
Dealer Address	16300 WEST COLFAX AVENUE					
Dealer City	GOLDEN			Dealer State	CO	Dealer Zip 80401
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	EL JEBEL CO [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default

recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in and wanted to know if there is any open recalls on the fuel tank.

Briefly summarize what the customer is expecting: to know if there is any open recalls on the fuel tank.

Agent informed customer there is no open recalls on his vehicle. Agent advised customer if they run out of gas with a quarter of a tank showing again, take the vehicle to the CJD dealership and have the vehicle diagnosed. Agent updated customers mailing address and phone number in COIN.

Customer Assistance Inquiry Record (CAIR)#**22509721**

VIN	1C4NJRBB0	CD	Open Date	08/10/2012	Built Date	12/09/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/23/2012	Mileage	5,800	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					
Dealer	09825	CHRYSLER DODGE OF THE POCONOS				
Dealer Address	894 N NINTH ST					
Dealer City	STROUDSBURG	Dealer State	PA	Dealer Zip	18360	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	TOBYHANNA PA null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-08-10
Road Side File Created 08-10-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
100 EAGLE VALLEY MALL 1875 W MAIN STREET
ANALOMINK ROAD
EAST STROUDSBURG STROUDSBURG
PA USA PA
VEH STALLED IN THE STREET BY RESTAURANT AND BOWLIN
DEALER CODE : 09825 GRAY CHRYSLER DODGE JEEP RAM

Customer Assistance Inquiry Record (CAIR)#**22510314**

VIN	1J4NF1GB3	BD		Open Date	08/10/2012	Built Date	10/11/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	03/07/2011	Mileage	5,100	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	36464	TOM O'BRIEN CHRYSLER JEEP DODGE	-GREENWOOD
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Dealer Address	750 US 31 N		
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Dealer City	GREENWOOD	Dealer State	IN	Dealer Zip	46142
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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INDIANAPOLIS IN		Country	UNITED STATES
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Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle
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Product - Unknown - Unknown - No Start - Default	Customer stated vehicle does not start
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Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler stating his vehicle is at the dealership for the 2nd time because it does not start and has been there for 15 days and the dealership does not know when they will be finished with it.
 Briefly summarize what the customer is expecting: Customer is expecting chrysler to provide him with a rental vehicle. Agent informed the customer that his case would be escalated to a case manager and he would receive a call back by the end of business day today.
 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: N/A
 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? 36464
 Reassigned to 88R

***** CASE MANAGER TEAM - District R *****
 In warranty 3/36, 3 vehicles new, no active SC
 Writer called TOM O BRIEN CHRYSLER JEEP DODGE #36464 317-881-6791. Writer spoke to Jeff, acting Service Manager to discuss customer s request. Have customer call Larry SA to arrange the rental. Acting SM stated he will accept a RA for 5 days rental as repair is still in progress.

Customer is seeking rental assistance because diagnosis/repair will take several days. Contacted Service Manager, Jeff at 36464 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental at \$20/\$35/\$40 per day, per guidelines in Warranty Bulletin D-04-26.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called customer.
 Customer s name is Micheal Ricketts.
 Writer called customer advised customer that customer care authorized 5 days of rental. Writer advised customer that a case manager will be assigned this case to follow-up with customer and if more rental is needed, it can be addressed with the case manager at that time. Writer advised customer to contact the dealership to arrange the rental.
 Writer advised CAIR will be forwarded to a Case Manager to follow up with the repair.
 ***** CASE MANAGER TEAM - District V *****
 Vehicle in warranty.

4 current original owners, no previous vehicles.

No active SC.

Writer contacted dealer 36464 at [REDACTED] and talked to SM Chris. SM advised they sent information to STAR and are waiting on response. Follow up scheduled for tomorrow 08/14/2012 to assess rental needs based on the information STAR gives to dealer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer advised customer that the dealer is diagnosing the vehicle and will have a better timeline for repairs tomorrow. Writer advised that writer would be in contact with dealer on 08/14/2012 and would assess rental needs at that time. Customer provided email address for contact updates-[REDACTED].

Status update provided via email to the following email address:

[REDACTED]
Hello my name is Mark 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 22510314.

Jeep case management phone number is 1-800-763-8422.

My extension is 66163.

My work hours are 10:00 AM-6:30 PM EST, Mon-Fri.

I will contact you within one business day to follow up on your case.

Thank You.

End of Status Update

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66163. Writer contacted dealer 36464 at 317-881-6791 and talked to SM. SM stated that dealer still has not heard back from STAR about issue. SM advised to extend rental until Tuesday 08/21/12.

Customer seeking rental assistance because Customer's vehicle will not start. Dealer is waiting on response from STAR. Contacted Service Manager, Chris at 36464 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.

Writer contacted customer at [REDACTED]. Writer advised customer that the dealer is still waiting on the diagnosis from STAR. Writer advised customer that rental has been extended to Tuesday 08/21/12 and that writer will follow up with customer no later than Tuesday 08/21/12.

REASSIGNED TO BC/DLR 42 36464 08/15/12 13:43 O 22510314

*Contact Date:08/17/2012

Service Manager at the dealership has updated the CAIR# 22510314

Dealer attempting to contact customer.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66163.

SM contacted writer to inform writer that dealer is still working with STAR and to extend the rental for another 7 days.

Customer seeking rental assistance because of engine stalling. Contacted Service Manager, Chris at 36464 to discuss the customer's request for rental assistance. Confirmed

customer's concern and with Service Manager concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-11-53.

Writer contacted customer to advise that the rental had been extended through 08/28/12. Writer left voicemail with rental extension information and will follow up no later than Tuesday 08/28/12.

REASSIGNED TO BC/DLR 42 36464 08/24/12 15:51 O 22510314

*Contact Date:08/24/2012

Service Manager at the dealership has updated the CAIR# 22510314

Dealer attempting to contact customer.

Writer contacted SM, who informed writer that SM will talk to the technician and return writer's call.

SM contacted writer advising the repairs have been completed and the vehicle will be returned today.

Writer left customer a voicemail advising that if the customer needs further assistance to contact writer, otherwise the case will be closed in 7 days.

*Contact Date:08/30/2012

Warranty repair has been documented on Repair Order#218170

CAIR RETURNED FROM DEALER ON 8/30/2012 AT 01:40:24 R 22510314

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

Customer Assistance Inquiry Record (CAIR)#**22511559**

VIN	1C4NJRBB2	CD [REDACTED]	Open Date	08/10/2012	Built Date	12/19/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/25/2012	Mileage	7,164	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PJR					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	44740	DODGE OF PARAMUS INC				
Dealer Address	315 ROUTE 4 WEST					
Dealer City	PARAMUS	Dealer State	NJ	Dealer Zip	07652	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	RIDGEFIELD PARK NJ	Country	UNITED STATES			

Product - Engine - Camshaft and Bearings - Other - Default	camshaft sensor
Corporate - E-Reimbursement - Default - Default - Default	reimbursement for rental and hotel stay
Corporate - Product Information - Default - Default - Default	vehicle complaint

Briefly summarize why the customer is contacting Chrysler: Customer states that the low mileage that he has on this vehicle, he has already had to replace the crankshaft sensor in this vehicle twice. This vehicle stalls and will not start. Customer states that he is tired of having to replace this part in the vehicle and not having to be very reliable. Customer states that he incurred rental charges that he is hoping to be reimbursed to him.

Briefly summarize what the customer is expecting: Customer is looking to speak to someone about 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 [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? CHRYSLER

JEEP DODGE OF PARAMUS , 44740

Reassigned to 88F

Status update provided via email to the following email address:

[REDACTED]

My name is Tammy 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: 66380

Your Case # 22511559

My work hours: 10:30 AM till 7 PM Eastern Standard Time. Monday-Friday.

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

End of Status Update

***** CASE MANAGER TEAM - District ? Q Û *****

Owned 1

New 1

Used 0

Current still owns

Warranty in warranty

SC NONE

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 201-994-0673 spoke with Mrs [REDACTED] who advised that had to rent a vehicle and stayed over night as vehicle was towed. Customer would like rental and hotel reimbursement, writer advised can send in documents

could not guarantee but will be happy to review

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

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

Writer received documents and will reimburse 40.00 towards rental and 50% of hotel charge for a total of 79.50 for customer satisfaction due to vehicle being new.

Customer Document Reviewed.

Writer called customer at [REDACTED] spoke with Mrs [REDACTED] to advise that as a 1 time goodwill offer will reimburse a total of \$79.50 for 1 day rental and 1 night hotel stay. Writer explained that this is not something that would be covered under warranty. Writer confirmed address of customer. Writer advised that when check is issued case will be closed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement for rental and hotel stay

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.

7064

Enter the Date when the repairs were completed.

5/30/12

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

\$79.50 for rental and 50% of hotel stay

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

00.00

What is the total Tax to be reimbursed?

00.00

What is the total amount being reimbursed?

As a one-time goodwill gesture, Chrysler will reimburse this customer the amount of \$00.00 dollars for 1 day rental and 50% of 1 night hotel. Writer verified mailing address with customer, advised case will be closed and check should arrive in 7-10 business days.

****End structured narrative T2 - eReimbursement

\$40 for one day rental and 50 percent of one night hotel stay for a total reimbursement of \$79.50.

Reimbursement approved by CR895. Case assigned to TP405 for check processing.

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

Customer Assistance Inquiry Record (CAIR)#

22513021

VIN	1C4NJRFB0	CD	Open Date	08/10/2012	Built Date	12/12/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/31/2012	Mileage	6,686	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PJR					
Engine	ED3					
Transmission	DHD					

Dealer	44891	NORTHPOINTE CHRY-DODGE-JEEP				
Dealer Address	3485 STATE ROUTE 257					
Dealer City	SENECA	Dealer State	PA	Dealer Zip	16346	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	FRANKLIN PA	Country	UNITED STATES			

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Fuel System - Fuel Pump - Other - Default	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 08/10/2012
 Survey Number : CD55645204
 Quality Survey ID Number: 213577440
 Survey Date : 08/08/2012
 VIN Number : 1C4NJRFB0
 Mapping Class : No Reason
 Event Type : 1st Warranty Visit
 CPS Score : 8
 No comments in the survey.
 ***** CASE MANAGER TEAM - District Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 . Writer spoke with the customer. Customer stated that everything is going fine with the vehicle at this time. Customer stated that the vehicle died on them twice while on the interstate. Customer stated that they took the vehicle to the dealership. Customer stated that the dealership was allegedly advised by a Chrysler technician to replace the fuel pump on the vehicle. Customer stated that they have the vehicle back and they have not had any problems since. Customer stated that he would like to know for sure if the concern was the fuel pump or not. Writer advised that information is not provided to CAC and advised the customer that he can contact the dealership. Writer provided CAC number to the customer if there is any further questions or concerns.
 CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#**22513271**

VIN	1C4NJPBA2	CD [REDACTED]	Open Date	08/11/2012	Built Date	01/20/2012	
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	03/05/2012	Mileage	10,800	Dealer Zone	32	NEW YORK	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION					
Dealer	42905	HARR DODGE					
Dealer Address	120 GOLD STAR BLVD						
Dealer City	WORCESTER			Dealer State	MA	Dealer Zip	01613
Owner	[REDACTED]				Contact Type	ROADSIDE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	BOYLSTON MA null				Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-08-11
Road Side File Created 08-11-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
500 MAIN STREET 112 GOLD STAR BLVD
DIAMOND HILL AVENUE
BOYLSTON WORCESTER
MA USA MA
VEH STALLED/CHECK ENGINE LIGHT ON/ACTUAL ADDRESS 5
DEALER CODE : 42905 HARR CHRYSLER JEEP DODGE RAM

Customer Assistance Inquiry Record (CAIR)#

22514654

VIN	1C4NJRBB5	CD	Open Date	08/12/2012	Built Date	11/01/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/05/2012	Mileage	3,000	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	65565	CHRYSLER CORNER INC				
Dealer Address	406 EAST PANCAKE BOULEVARD					
Dealer City	LIBERAL	Dealer State	KS	Dealer Zip	67901	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	APPLETON WI	Country	UNITED STATES			

Corporate - E-Reimbursement - Default - Default - Default	Customer reimbursed for tow
Dealer - Unknown - Unknown - Towing Required - Default	Looking for reimbursement of towing
Corporate - Product Information - Default - Default - Default	Seeking information on stalling
Product - Unknown - Unknown - Stalling - Default	Vehicle stalling
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she is moving across country and her vehicle stalled. Customer asking why, should she keep driving. Agent advised customer we are not technical trained and advised her to talk to a dealership about this issue. Customer ended the call.

Briefly summarize what the customer is expecting: Customer seeking information on stalling.

Customer stated that she is travelling and her jeep broke down in Kansas on Saturday. She stated that she has had to stay there until her vehicle is repaired which is tomorrow. Customer states that they also had to have their U-haul separately towed to a U-haul dealership to have it stored until their vehicle is ready. Customer states she wants to be reimbursed for the cost of having to stay in Kansas due to her vehicle breaking down. Customer s call was lost. Agent unable to escalate.

Briefly summarize why the customer is contacting Chrysler: The customer s vehicle stalled while they were out of town, the customer had to pay for a UHAUL trailer, and for a hotel.

Briefly summarize what the customer is expecting: To be reimbursed for the UHAUL trailer (\$250) and the money they spent on the hotel (\$130).

Who has possession of the vehicle? customer

Has an authorized dealer diagnosed the vehicle? yes

If a CDJR dealer has diagnosed, what is the dealer name and code? 65565

Chrysler Corners CJDR

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is:

Preferred Afternoon/Evening call back number is:

Customer email address for case updates:

Reassigned to: 88F

Status update provided via email to the following email address:

Hello Ms my name is Jaclyn and I have been assigned as your Case Manger, here is some helpful information for you to have.

Chrylser Case Management telephone number:800-763-8422

My direct extension:66290

My work hours 10:30am-7:00pm Eastern Time Monday-Friday

I will contact you by the end of my shift today by telephone to review your case with you.

End of Status Update

***** CASE MANAGER TEAM - District N *****

Customer is original owner/New:1/Used:0/Still within warranty/Customer does not have a Service Contract.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], Writer attempted to contact customer, was not available to speak with or unable to leave a message on customer s phone. Writer would try back later or follow up on 08/15.

Customer returning writers message advised that she is looking for reimbursement for her vehicle stalling while she has been traveling, vehicle first stalled in Kansas on Saturday 08/11 and that is where she was currently stranded at till this morning. Writer advised customer that for them to look into possible reimbursement they would have to look over documentation from what she was charged for. Customer s phone was cutting out a lot where she was at, writer and customer were discussing documentation request and call was dropped.

Customer called writer back and further discussed reimbursement, writer advised customer they would be sending a documentation request, writer would follow up on 08/15 to further discuss.

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

[REDACTED] on 2012-08-14 @ 16:17

Writer contacting customer at [REDACTED]) writer contacting customer to make sure that they had received the documentation request through there e-mail, customer advised that she had received it, but is still traveling to California and wont be able to get it sent in till later tonight or tomorrow. Writer thanked customer for the information and would follow up on 08/17.

Writer contacting customer at [REDACTED]) writer asked if customer was still going to send in documentation, customer advised she would be sending in documentation within the next few hours.

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

2nd attempt made to contact customer. Left message.

Writer contacting customer at [REDACTED]) writer contacted customer writer advised that we had received her documentation and currently reviewing to see what we would be able to reimburse her with, and would follow up with in the next few days.

Writer contacted customer at [REDACTED]) writer confirmed with customer that we would only be able to reimburse with tow, customer was a little frustrated with not being able to reimburse on her hotel stay, but she did accept. Customer stated she would call writer back when they get address that they would like the check sent to.

Customer calling writer back to provide information which where they would like the check sent to Joel Bishop is customer s boyfriend
Address: 1810 East 16th Street #6303 Newport Beach CA 92663

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for tow

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.

259

Enter the Date when the repairs were completed.

8/14

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

\$0

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

\$0

What is the total Tax to be reimbursed?

\$0

What is the total amount being reimbursed?

\$137.26

****End structured narrative T2 - eReimbursement

Customer Document Reviewed.

Approved GF222

Customer Assistance Inquiry Record (CAIR)#

22521079

VIN	1C4NJRFB2	CD	Open Date	08/14/2012	Built Date	02/22/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/04/2012	Mileage	7,000	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ED3					
Transmission	DHD					

Dealer	37694	VANANDEL-FLIKKEMA MOTOR SALES INC				
Dealer Address	3844 PLAINFIELD AVE NE					
Dealer City	GRAND RAPIDS	Dealer State	MI	Dealer Zip	49525	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	GRAND RAPIDS MI	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Roof leaks
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he is having ongoing concerns with vehicle leaking. Customer states this has began since purchase of vehicle and customer feels he should not have these concerns when just purchasing vehicle.
 Briefly summarize what the customer is expecting: replacement 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? (Owner/Dealer/IRF) Dealer
 Is this a request for Lemon Law, buy-back or replacement? replacement
 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 Center lamp lens, 1 Weatherstrip.

Number of days out of service = 5.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called customer and informed Mr [REDACTED] vehicle does not appear to qualify.

Customer is stating he is frustrated having a new vehicle and it is leaking already.

Writer informed customer that Jeep does want his vehicle repaired and we will escalate his case to seek resolution. Writer called dealership and informed SM John 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. *****

8/16/2012 KA286

Called owner on all numbers and left voice mail to call me about vehicle.

Initial call with owner - 2nd attempt

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

>Called John Service Manager at Vanandel and left voice mail for him to call me about this vehicle.

8/17/2012 KA286

Initial call with owner and he is frustrated with vehicle leaking. Said just got it back 8/15 and they did nothing. Told them they pressure tested it and could not find a leak. Said it is coming in through the dome light. And it did get wet again yesterday. Also when they were backing it out of the driveway it stalled twice so owner is really frustrated with vehicle. Explained what we do and gave him phone number.

Said I wanted to speak with dealership, gather his RO s and arrange rental. Then told him I saw where he has the Lifetime, Unlimited, Max so shouldn't be a problem. He said he has to fight with them to get something last time. They wanted him to wait a week for rental until he called his salesman and complained. Then they called him and gave him a used loaner. Apologized to him for that, because he has a really good extended warranty and he should not have to do that. Told him I would speak to dealership and get back to him; he thanked me for calling.

>Called John Service Manager at Vanandel and left voice mail for him to call me about the vehicle.

>8/17/2012 1:54:36 PM: User Comment by Kim Anderson: Spoke with Ed SA at Vanandel- flikkema and discussed leaking vehicle and stalling issue. He said he did get a voice mail from owner stating it is stalling but did not know still leaking. Told him if we can get it in for stalling and then they can verify the leaking, especially since supposed to rain next week. He said they can bring it anytime, Monday is good. Also told him they will need a rental and he said no problem.

>Called owner and left him know above; he will take it Monday, 8/20 and thanked me for calling.

8/17/2012 1:54:50 PM: Case Resolution In Process (Awaiting Repair Completion) and progressed to Resolution In Process (Awaiting Repair Completion) by Kim Anderson

8/17/2012 1:55:08 PM: User Comment by Kim Anderson: Follow up with dealership about repairs; stalling and leaking

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

8/21/2012 KA286

Called for John Service Manager at Vanandel- flikkema and he is on vacation. Spoke with Chad SA, he said Ed SA the other tech is on phone with owner now. Telling him they cannot duplicate either issue; stalling or leaking. Told him to open a STAR case, they can sometimes assist even if not duplicated- and I can escalate to TAPs. He said they are about to return vehicle to owner.

Spoke with owner and he just spoke with ED and was told they could not duplicate the issue. He also said they did not drop off vehicle until today- so they have only been trying to duplicate for half a day. He also told me that ever since they pressure tested the vehicle last time, there now is wind noise- he asked them to check that also. Said also the turn signals will stick sometimes.

>Spoke with Ed SA at Vanandel and told him to please keep the vehicle and open a STAR case. He proceeded to tell me the leaking was resolved. I informed him the owner stated it is not and that when backing vehicle out of driveway to demonstrate in the rain it was still leaking, is when the stalling began. He didn't want to and I told him I can help with the rental if that is the problem. Finally told him that what will happen is this will not be resolved, it will get escalated to a DM and the first thing he will ask is if we opened a STAR case. He said, 'oh, yeah we probably should do a STAR case'. Thanked him.

>Called owner back and told him not to pick up today or in the morning; we are trying to involve the STAR/chrysler engineers. He thanked me profusely.

Follow up with dealership- look for STAR case on 8/22.

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

TAPS

on 2012-08-22 @ 12:42

8/22/2012 KA286

Escalated to TAPS

Follow up with dealership progress on 8/23.

If the customer contacts Chrysler, please refer them to their I2R Case

Manager Kim Anderson at 888-542-7239 ext 440.

CAIR has been sent back because of the following reason:

STAR should be given time to assist technician before escalating to TAPS.

Contact with STAR was made on the same day TAPS escalation was made.

TAPS involvement not necessary at this time.

8/23/2012 KA286

TAPS deferred to STAR: 'CAIR has been sent back because of the following reason: 08/23/2012 10:19:28 AM STAR should be given time to assist technician before escalating to TAPS. Contact with STAR was made on the same day TAPS escalation was made. TAPS involvement not necessary at this time.'

Follow up with dealership about repairs on 8/24.

If the customer contacts Chrysler, please refer them to their I2R Case

Manager Kim Anderson at 888-542-7239 ext 440.

8/24/2012 KA286

Received voice mail from owner stating they called him this morning and told him could not duplicate either issue and to come pick up vehicle.

Said his wife would be picking up this afternoon.

>Spoke with Chad SA at Vanandel and requested a copy of RO for this visit/repair. He took fax number and will send over.

Spoke with owner and he said his wife did pick up vehicle. He said he just got a text from her stating, 'they only drove it 6 miles'. I

apologized to him and told him I was afraid of that- and that I had just requested the RO and was waiting for it. There is no way to duplicate a stalling issue with just 6 miles worth of driving. Also discussed they acknowledged there was no wind noise until after they pressure tested it for leaking - their own words in STAR notes. Apologized to him again and he said it is not your fault or Jeep s. He is a self employed mechanic and said he understands how hard it is to duplicate some issues but your certainly need to try harder than this. He said he hates to be a pain but really just wants this resolved otherwise he does want another vehicle. Advised him I was going to forward this to the DM to handle and they will call him in a couple of days and apologized again. He understands 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.

8/27/12: Emailed CRM (gpj1) regarding I2R CAIR has been open for 10 business days and requested he advise. mb981

8/27/2012 Please contact the customer review concern and handle on merits. GPJ

Kim will you please call AM at [REDACTED]. Thanks...pdb36 _

8/27/12: Received an email from gpj1 to pdb36: 'Pran, I have placed this cair in your in box. Please contact the customer review concern and handle on merits.'

** I2R Customer Resolution Team has been instructed to take no further action on this CAIR by the Business Center. Therefore, this CAIR has been reassigned to the Business Center for handling. All future inquiries should be directed to the Business Center. ** mb981

Requested SM to bring vehicle back into the shop an review concerns with customer one more time. No problems are found there is nothing we can do to fix concern...pdb36

9/6/12 Emailed CRM (gpj1) regarding customer has contacted I2R requesting he is contacted and asked he advised. CM

9/6/2012 Please contact the customer review concern and handle on merits. gpj

9/6/12 Received email from CRM (gpj1) 'Pran, I have reopened this cair that you closed on 8/31. Please contact the customer review concern and handle on merits. Thanks' CM

Spoke with customer and discused issues. Working with dealer for a resolution will update CAIR with as info becomes available....pdb36_

Dealer found Drain tubes on vehicle pinched this is what was causing the waterflow to back up into the headliner. DEaler will be fixing vehicle by Sat 9/15/12...pdb36

Customer Assistance Inquiry Record (CAIR)#**22523192**

VIN	1C4NJRBB6	CD [REDACTED]	Open Date	08/14/2012	Built Date	01/24/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/18/2012	Mileage	6,000	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	66692	FISHER CHRYSLER DODGE JEEP INC
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Dealer Address	349 EAST 32ND STREET					
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Dealer City	YUMA	Dealer State	AZ	Dealer Zip	85364	
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	[REDACTED]
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YUMA AZ [REDACTED]	Country	UNITED STATES
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Product - Engine - Unknown - Other - Default	engine stalls out
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Customer called stating that her jeep stopped on the road and will not stop. Customer stated that she had it towed to the nearest dealership, Larry Green Dodge at about 9 pm last night. Customer called them this morning twice and this afternoon. Customer stated that she was told that the mechanic was working on a larger project and did not have time to look at the car yet. Customer's uncle took over the phone conversation and spoke for his niece. Customer stated that she has had multiple issues with the vehicle. Customer stated that the vehicle was just serviced at the Jeep dealership at Fisher Dodge where she reported that the vehicle was shaking and making a noise like it was going to stall out when she accelerates. Customer claims that the vehicle was checked but nothing found.

Agent called Larry Green Dodge at 760-922-7121 and spoke with Stacey, SM to inquire as to the status of the vehicle. Chris, SM, came onto the phone and informed agent and customer that he was down to one technician and was in the process of accessing the vehicle now. Chris informed agent that he would call the customer in about 45 minutes once the diagnosis is finished and apologized for the wait. Agent informed customer of this information and advised them to call back if there is anything else we can do.

Customer Assistance Inquiry Record (CAIR)#

22523637

VIN	1C4NJRBB5	CD	Open Date	08/15/2012	Built Date	03/20/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	06/30/2012	Mileage	4,097	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				
Dealer	45374	XIT CHRYSLER-DODGE-JEEP				
Dealer Address	HIGHWAY 54 EAST					
Dealer City	DALHART	Dealer State	TX	Dealer Zip	79022	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	HAFB NM xx				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	no start after stalling.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-08-15
 Road Side File Created 08-15-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 801 LIBERAL STREET HIGHWAY 54 EAST
 TEXAS STREET
 DALHART DALHART
 TX USA TX
 2 ADULTS AND 1 CHILD IN A CAR SEAT
 DEALER CODE : 45374 XIT CHRYSLER, DODGE, JEEP, RAM
 ***** CASE MANAGER TEAM - District X *****
 DEALER CONTACT: Dealer: 45374, 806-244-8511
 Spoke with Service Manager (SM) Don Brock
 Is the vehicle at the dealer now? No
 When did it arrive at the dealer? 08/14/2012
 What is the current mileage? 4097
 If known, what is the reason for the tow? No start.
 Customer stated he had the cruise control set on 70 mph, and the vehicle
 shut down and would not restart.
 SM states no codes came up and no problems with starting it.
 Unable to duplicate the problem.
 SM states the tow driver tried to start the vehicle before he put it on
 the tow truck, it would not start.
 Have the repairs been completed? No unable to duplicate concern.
 If yes, when were they completed? 08/14/2012
 If no, what is the estimated repair date? N/A
 Are there any parts that need to be ordered? No
 If yes, what are the part & order # s? N/A
 Rental provided? No
 If yes, how many days? N/A
 Customer contact phone number 816-284-1686 verified by SM Don.
 CONTACT UPDATE - 1st attempt to reach customer.
 Spoke with Mr. [REDACTED].
 Customer was advised that Jeep is aware of the concern on the vehicle.
 Customer was informed that Jeep customer care is available to assist if
 needed to resolve any concerns.
 Customer was offered the number for Jeep customer care, declined.
 Customer advised this number is in the owner s manual if needed.
 Customer has no further questions, concerns, or comments.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**22527449**

VIN	1C4NJPFA9	CD	Open Date	08/16/2012	Built Date	11/15/2011
Model Year	2012	Body	MKTM74	JEEP PATRIOT LATITUDE FWD SPORT UTILITY 4-DOOR		
In Service Dt	03/10/2012	Mileage	8,500	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7					
Engine	ECN					
Transmission	DHD					

Dealer	65561	HUMES CHRYSLER JEEP DODGE					
Dealer Address	1010 ROUTE 19 NORTH						
Dealer City	WATERFORD			Dealer State	PA	Dealer Zip	16441

Owner		Contact Type	ROADSIDE				
Address					Home Phone		
	GIRARD PA null				Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-08-16
Road Side File Created 08-16-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
CROSS STATION ROAD 1010 ROUTE 19 NORTH
TELLER ROAD
GIRARD WATERFORD
PA USA PA
STALL/ ELECTRICAL ISSUES
DEALER CODE : 65561 HUMES CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#

22534026

VIN	1C4NJRBB5	CD [REDACTED]	Open Date	08/17/2012	Built Date	03/20/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	06/30/2012	Mileage	4,500	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAW	CONT.VAR. W/OFF-RD CRAWL RATIO TRANS				

Dealer	45374	XIT CHRYSLER-DODGE-JEEP				
Dealer Address	HIGHWAY 54 EAST					
Dealer City	DALHART	Dealer State	TX	Dealer Zip	79022	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	HAFB NM [REDACTED]	Country	UNITED STATES			

Corporate - CNA Change - Default - Default - Default	Coin Update.
Product - Drivability - Unknown - Stalling - Default	Vehicle stalled.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he want to be compensated that him and his pregnant wife and two years old was stranded out in the 100 degree heat. And a 2012 JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR vehicle broke down.

Briefly summarize what the customer is expecting: Customer is seeking something from Chrysler for his hardship that he and his family went through.

Customer would like some kind of compensation.

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

Preferred Anytime call back number is [REDACTED].

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer?

If a CDJ dealer has diagnosed, what is the dealer name or code? Dealer Name: JACK KEY MOTOR CO OF ALAMOGORDO Dealer Phone: 575-434-3916 Dealer Code: 68932.

Reassigned to 88F

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

Customer history -

One (1) vehicle - new

NO SC

Writer called dealer 68932 and spoke with SM Matt to see what repairs were needed to resolve the issue for the customer. SM reviewed and found no repair history for this vehicle and only information was prep completed to sell the vehicle. Writer understood and will contact customer.

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

Writer spoke with customer to verify the correct dealer where the vehicle was taken. Customer alleges that the vehicle was taken to Xit dealer in Dalhart, TX. Writer understood and research to find that the case would need to be reassigned to different CM and customer was advised that f/up call will be placed today by end of business to confirm and discuss any assistance. Customer understood and appreciated the call. Writer also apologized for the frustration.

Writer contact customer, [REDACTED] writer advised customer that compensation is something that is not covered under the manufactures warranty and we do not compensate for lost time or hardships. Customer was very angry and stated he should be given something. Customer stated that he will not drop this until he gets something. Customer requested a supervisor. Writer advised he can receive a call back by EOB tomorrow.

** Supervisor Call to Customer ** MM1448 contacted [REDACTED] to speak

with the customer about his case. MM1448 confirmed he requested a supervisor because compensation for lost time is not available. MM1448 explained the warranty covers the repairs and the towing, it does not compensate for lost time.

Customer states it is not about the warranty. He is upset because he feels Jeep built a vehicle that is not up to par. It broke down with him and his family in the vehicle in 90 degree weather and it should be recalled. He states he feels Jeep should compensate him because there are several others online that experience the Jeep vehicle stalling.

MM1448 explained there is no information supporting the online blogs from consumers. A recall is issued when several customer concerns are documented within Jeep and the NHTSA, and an investigation determines if a component warrants a recall. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file.

Customer accepted the information and questioned if Jeep can do anything, such as a \$100.00 gas card or oil changes. MM1488 agreed to an Essential Care Service Contract, 3 years and 12 oil changes. Customer accepted the oil changes. He confirmed the mileage at the beginning of the call.

Updated customer's correct address. Customer has been advised there is a \$20.00 cap on the oil changes, however it is also noted the customers are not to be charged the difference. MM1448 could not confirm information about the SC will be mailed, however any authorized will be able to view the SC.

EC312N has been added. SC reference # 36951231.

MM1448 advised the customer his case would be closed after the SC was added to the vehicle.

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

Customer Assistance Inquiry Record (CAIR)#

22542134

VIN	1C4NJRBB2	CD	Open Date	08/21/2012	Built Date	04/03/2012
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	07/04/2012	Mileage	5,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				

Dealer	68348	KOONS CHRYSLER				
Dealer Address	2000 CHAIN BRIDGE RD.					
Dealer City	VIENNA	Dealer State	VA	Dealer Zip	22180	

Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BETHESDA MD			Country	UNITED STATES	

Product - Brakes - Parking Brake Assy - Won't Hold - Default	Customer stated his parking brake does not hold
Product - Transmission / Transaxle - Manual Trans / Transaxle - Improper Shift - Default	Customer stated his vehicle does not shift properly and stalls
Dealer - Sales - Transaction - Other - Default	Customer suggested that vehicle be inspected more carefully
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 : 08/21/2012

Survey Number : 915917

Quality Survey ID Number: 214219955

Survey Date : 08/20/2012

VIN Last 8 : CD

CQI Comments : Parking brake - 10 AM - 5PM

Survey comments:

Please tell us how many miles are currently on your vehicle. 4600

Parking brake - 10 AM - 5PM

Handle is pulled to maximum but still does not do the job of holding the Jeep. Hence, when one needs to release it, one needs to pull it above max strength and height

The noticeable piece miss align was so obvious that it makes me wonder if there is any quality control test once the vehicle is done assembling? My cash money had no defect...

back door does not close properly easily. It often needs to be checked to make sure it is in place. Only the inside lights and control panel will notify if something is wrong in the car but there is no indication it is the rear door.

Start engine by apply the shift pedal than releasse than apply again to shift in 1st. If not operated this way first gear will not be put properly

Difficult to shift into Reverse.

Very little resistance is felt from handle/pedal when applying parking brake.

Handle/pedal uses up its full range of motion when brake is applied (feels like brake cable is out of adjustment).

Handle/pedal feels loose/has excessive free play. \1st gear stalls easily and so does the Rear gear

This is definitely a dangerous aspect for 2 main reasons: - One can not trust the brake when on needs to start off from an incline position - One should always remember to put the Jeep Patriot in first gear even if slight incline. Otherwise it might end up crashing somewhere or causing a lethal accident !!! This is a serious issue and the car should be

recalled for that matter!

Please describe conditions when this trouble occurs: Simply parking and more dangerously when having to start on a moderately incline road at a stop sign.

Emergency/parking brake requires too much effort to apply/release.

Emergency/parking brake is too loose.

Emergency/parking brake does not adequately hold vehicle.

Parking brake is a serious issue and needs attention. It has not been corrected.

Engine does not idle properly: idles rough, too low, or too high.

Exterior moldings/trim pieces loose/misaligned/falling off.

Address up to date - email listed.

***** CASE MANAGER TEAM - District ? Z Û *****

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

[REDACTED]. Customer stated that he purchased the vehicle with cash and he feels that he did not get the attention of he should have.

Customer stated that he feels the vehicle should have been inspected more carefully before it was sold to him by the manufacturing process and the dealership. Customer also stated that when he noticed there was a problem with antenna, he tried to go to the service department and was advised that he needed an appointment but he felt that his concern should have been handled with better customer service. Customer has two issues.

Customer stated that he used his parking brake and it was not able to hold his vehicle. Customer also stated that his vehicle stalls in 1st gear and in rear gear. It is not convenient for customer to go to the dealership within 2 weeks, so writer advised customer that his survey case will be closed, but if he needs assistance because his issues cannot be resolved with the dealership, he can contact Jeep CAC and a new case can be opened. Customer also stated that his owners manual is hard to read and writer provided customer with 800-890-4038 phone # to get a paper copy of his manual. Writer offered to transfer customer but customer will make contact at a latter time. Writer thanked customer for completing survey and provided customer with 800-423-5337 (Jeep) phone number if customer has additional concerns. Customer was also advised that writer will be closing the survey case.

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

Writer verified than customer contact information is current and updated mileage to 5000.

Customer Assistance Inquiry Record (CAIR)#**22548433**

VIN	1C4NJRBB6	CD [REDACTED]	Open Date	08/22/2012	Built Date	12/13/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/03/2012	Mileage	12,000	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	64855	VICTORVILLE MOTORS INC				
Dealer Address	14617 CIVIC DR					
Dealer City	VICTORVILLE	Dealer State	CA	Dealer Zip	92394	

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

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer states SA Brad refused to assist the customer
Product - Electrical - Electronic Stability Program - Defective - Default	Customer states the throttle needs to be replaced

Briefly summarize why the customer is contacting Chrysler: Customer states on Aug 18th on Interstate 15 her RPM gauge dropped and had no power and had to pull over on the freeway. Customer states when she put the vehicle in park the electronic throttle system light came on and the engine locked up.

Customer states she was waiting on the interstate for 2 hours for a tow with her 3 children. Customer states the vehicle was brought to HENDERSON in Henderson Nevada where the service rep was rude and not helpful. Customer states the vehicle ended up resetting itself in the 3 hrs it took to get the vehicle towed to the nearest dealership. Customer states the SM Derek left and did not bother to make sure the customer was taken care of. Customer states that she was on vacation in Vegas and drove around town for 2 days with no problems. Customer states that he started making her way back home on Monday August 20th, when after 2 hrs of driving the vehicle s RPM gauge dropped and stalled out in the fast lane on the freeway. Customer states that a Hwy patrolman came to see if she was ok and that s when she noticed VICTORVILLE MOTORS INC on the next exit of the freeway to take her vehicle to. Customer states the Hwy patrolman offered to drive her 3 children to the dealership so that they were safe and not standing on the side of the freeway. Customer states that she called ahead to VICTORVILLE MOTORS INC or so she thought and ended up being rerouted to BARSTOW DODGE and spoke to Jose Nunez who was really nice and knew of her concern and advised her that the vehicle needed a new throttle assembly replaced to fix her problem. Customer states that she than realized she was not talking to VICTORVILLE MOTORS INC. Customer states she got to VICTORVILLE MOTORS INC where she spoke to SA brad at VICTORVILLE MOTORS INC and explained to him the situation that she had back in Henderson and that this is a safety issue for her and her family. Customer states that she found out the vehicle sat parked in the lot until the next day. Customer states that while the vehicle sat the vehicle reset itself and when VICTORVILLE MOTORS INC went to put the vehicle on the machine it came back with no problems. Customer states the part she needs is 3000\$ and the dealership refuses to replaced the part as they have not been able to duplicate the problem.

Briefly summarize what the customer is expecting: Customer seeking for vehicle to be fixed at VICTORVILLE MOTORS INC or have Chrysler pay for the tow to HUNTINGTON BEACH where she bought the vehicle.

Agent advised customer that her file will be escalated and a CM will call within one business day.

Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 64855

VICTORVILLE MOTORS INC

Reassigned to 88F

SM Marshall left husband a message that they won't fix the vehicle at all and the rental has to be paid for by the customer as of yesterday and today.

Customer needs a call back as soon as possible as she needs Chrysler to authorize the tow to the other dealership who will fix it for her right away and she is not paying for any rentals on this vehicle.

Owner: Original.

Household: 1

New: 1

Used: 0

Current: 1

Warranty:

BASIC 36 Months or 36,000 Miles 0 January 3, 2015 28 Months or 24,000 Miles

POWERTRAIN 60 Months or 100,000 Miles 0 January 3, 2017 52 Months or 88,000 Miles

Service contracts:

ADDED CARE PLUS Expiration Date/Odometer: December 13, 2018 @ 100,000 Miles ACTIVE

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

VICTORVILLE MOTORS INC 760-245-7991.

Brad stated that Marshall is not available. Dealer stated that the dealer put customer in rental, and advised customer that they would check the vehicle as soon as they could. Customer requested to expedite the vehicle diagnosis. Dealer contacted Mr. Porter, and advised them that they would be interested in Lemon Law. Customer advised dealer that the customer went to dealer and they were unable to duplicate the issue, and covered rental for two days. Dealer advised customer that they would no longer cover the rental. Dealer found TSB's but there was no stored codes. Customer alleges that the light was on when the light was on when she brought the vehicle in. The dealer that advised her of the TSB was dealer 57862, HUNTINGTON BEACH CHRYSLER DODGE. Dealer stated that HUNTINGTON BEACH CHRYSLER DODGE is 100 miles away.

Dealer added that he researched dealer connect, and could not find any TSB's that they could work with because there is no stored code.

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: 22548433

Chrysler Case Management telephone number: 1 800 763-8422

My direct extension: 66118

My work hours: 9:30 am to 6:00 pm Mountain time Monday-Friday

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer alleges that the ETS light reset before the dealer could get to it. Customer alleges that Ken Brookings, Service Manager at 57862, HUNTINGTON BEACH CHRYSLER DODGE, stated that the vehicle needs to be towed to the dealership, and they would repair it. Customer alleges that the Victorville dealership was not helpful with her. Customer alleges that she is going to write a letter to Chrysler Corporation because of the dealer treatment. Customer stated that the dealer contact information in Huntington Beach is: 714-793-9981. Throttle body assembly, and customer has a loaner vehicle. Customer alleges that the dealer stated that she was told that they did not care if customer care was contacted. Customer alleges that when the vehicle stalls it just cuts off. Customer alleges that she was advised that she could get 5 days for rental, but now the dealer is saying two. Customer does not want the vehicle towed from Victorville motors until it is determined that the vehicle can be towed to Huntington Beach. Writer sent contact information to: [REDACTED].

Writer advised customer that the dealer, the area manager, and Victorville Motors will be contacted with an update.

Ken Brookings 57862, HUNTINGTON BEACH CHRYSLER DODGE 714 841-3999, 714-793-9981.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66118. Received voicemail from Ken Brookings. Dealer verified that he would be willing to assist the customer if we could help getting the vehicle to the dealership.

██████████ called to speak to her case manager HM494 regarding her case writer transferred the caller to HM494

Spoke to Mrs. PORTER.

Customer alleges that the dealer

VICTORVILLE MOTORS INC 760-245-7991.

Tracy Litaker AM, 949-230-3865.

tl7@chrysler.com

Customer is alleging that the dealer documentation indicated that they were promised a diagnosis by 9pm the day they dropped off the vehicle, but it was not looked at until the next day when the codes reset themselves. Customer alleges that they will contact the media if they do not get assistance. Customer stated that she will send the rental bill because they are not going to pay the rental. Customer alleges they were given 5 days rental, and the dealer has indicated that they only approved two. They do not trust the vehicle enough to drive it anywhere. Writer advised customer that the Area Manager will be contacted to see if the tow will be covered. Writer advised customer of callback for 08/27/12.

Tracy Litaker AM, 949-230-3865.

Left message with contact information.

Customer calling to speak with her CM. Writer transferred.

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

██████████ on 2012-08-27 @ 12:39

Writer sent link for rental reimbursement review. Customer stated that they would send the documentation later today. Customer advised that the Area Manager has been contacted.

Callback set for 08/28/12.

Tracy, Area Manager: 949 230 3865. Message indicates that Tracy is on vacation. Sheri is the Area Manager in charge.

Sheri, Area Manager: 949 246 0532.

Spoke to Sheri, Area Manager. AM stated that the dealer needs to set up the tow, and needs authorization from the customer to have the vehicle towed. The dealer should be able to get a reduced rate, and they will be reimbursed through the business center. Writer advised AM that the dealer will be contacted to set up the tow.

Ken Brookings 57862, HUNTINGTON BEACH CHRYSLER DODGE 714 841-3999, 714-793-9981.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66118.

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

██████████ on 2012-08-27 @ 15:27

Customer is calling back to receive another link because the first one did not work.

Writer sent the customer another link and he stated that he got it.

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

Customer calls to speak with their Case Manager. Agent transferred customer over to 1 800 763-8422 ext.66118 to their CM.

Customer Mrs. ██████████ calls to speak with their Case Manager HM494

.Writer transferred customer to Case Manager HM494 extension 66118 to further assist customer.

Customer Document Reviewed.

Ms. ██████████ transferred to writer. Customer requesting update on the towing issue. Writer advised customer that the area manager has approved the tow, and advised to contact the dealer to authorize the tow. Writer advised customer that the dealer will be contacted concerning the tow.

Ken Brookings 57862, HUNTINGTON BEACH CHRYSLER DODGE 714 841-3999.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66118.

Agent attempted to contact dealer Service Manager Ken, however, SM not available. Left message for a return call at extension 66385.

Ken Brookings 57862, HUNTINGTON BEACH CHRYSLER DODGE 714-793-9981.

Paul, service advisor, stated that the vehicle is at the dealership.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66118.

Ken Brookings 57862, HUNTINGTON BEACH CHRYSLER DODGE 714-793-9981.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66118.

Call went to voicemail, message indicates that the receptionist is not available. Tried several attempts to reach receptionist.
Ken Brookings 57862, HUNTINGTON BEACH CHRYSLER DODGE 714-793-9981.
Ken is not available, transferred to service. Dealer has not been able to diagnose vehicle. Star has been contacted. Writer advised Paul, service advisor, that the case will be sent as an unresolved concern.

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

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is intermittent stalling.
Action requested: STAR case and duplication of issue.
Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 71 64855 09/07/12 15:16 O 22548433

Writer advised customer, Mr. [REDACTED], that the case has been sent to the dealership for resolution. Customer advised to contact dealer for updates concerning the repairs. Writer will follow up with dealer on 09/13/12. Customer added that the area manager Sheri, has been consulted concerning this case.

090712 As per CAIR 22598889, customer has filed a complaint with the BBB, seeking replacement. CAIR 22598889 has been reassigned to AM slw5 to review this request and respond directly to the customer

tmt
091212..dm forwarding request to ISG and mdm5 for replacement..slw5
Sheri, Area Manager 949 246 0532.

Spoke to Sheri, who stated that they are going to replace the vehicle. The repairs are being completed, but the customer will not be put back into the vehicle. AM stated that the case may be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

22552110

VIN	1C4NJRCB5	CD	Open Date	08/23/2012	Built Date	12/08/2011	
Model Year	2012	Body	MKJH74	JEEP PATRIOT LIMITED 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/13/2011	Mileage	15,000	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color							
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					
Dealer	67243	GOLLING CHRYSLER JEEP DODGE, INC.					
Dealer Address	2405 S TELEGRAPH RD						
Dealer City	BLOOMFIELD HILLS			Dealer State	MI	Dealer Zip	48302
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BLOOMFIELD HILLS MI					Country	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	\$560.00
Product - Engine - Unknown - Other - Default	Engine Stalling
Product - Fuel System - Fuel Pump - Other - Default	Fuel Pump Replaced

***** ENGINEERING SURVEY *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Unable to leave message. Voice mail provided cell phone number [REDACTED].

Writer attempted to contact customer at [REDACTED]. Left message and requested a call back.

Customer called in and stated that this is not his vehicle that the vehicle was brought into the dealership by a Ryan Sergeant. Customer Tim McDonald did not have a customer telephone number or any information on the driver.

Email sent to customer Jack Pruden to get contact information for Ryan Sergeant.

Writer contacted customer at [REDACTED]. Left message and requested a call back to participate in the survey.

2nd attempt made to contact customer at [REDACTED]. Line went dead. Writer attempted number again and left message.

Customer Mr. [REDACTED] calls to speak with their Case Manager KT282. Writer transferred customer to Case Manager s KT282 extension 66289

Customer called in and provided the information on the survey. Writer informed customer that Jeep would like to do further diagnosis on his vehicle and requested that he go into the dealership. Writer informed customer that a rental vehicle will be provided to him while he is out of his vehicle. Customer stated he is going out of town on 08/27/12 and will not be able to bring the vehicle into the dealership until 9/4/12. Writer informed customer that a rental vehicle will be ready for him when he drops off the vehicle.

Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 66289.

Writer contacted service manager Jeff and requested that he have a vehicle set up for the customer on Tuesday when he brings the vehicle in on 09/04/12. Writer informed SM that we will send a direct check if no warranty repairs are completed. SM agreed to help get a rental vehicle for the customer.

Writer contacted customer at [REDACTED]. Left message and requested that he set up an appointment with his dealership. Writer provided customer with dealer phone number. Writer informed customer that Enterprise does not have Patriots available and informed him that he will be provided a like vehicle for rental.

Writer contacted customer at [REDACTED] to verify that an appointment was set up with the dealership. Left message.

Writer contacted service manager Jeff and was informed that the customer

did confirm his appointment with the business center for 09/04/12. Writer was informed that a rental vehicle is reserved for him. Customer called in and stated that he did not set up an appointment. Writer informed customer that an appointment has already been set for him on Tuesday. Customer stated he would make it in then. Writer contacted customer at [REDACTED] to verify that the vehicle was taken into the dealership and that the customer has received his rental vehicle. Left message and informed customer to contact writer back if he had any questions.

Caller requesting to speak with Case Manager-KT282. CM is not available. Transferred to ext. 66289.

Writer contacted customer at [REDACTED]. Writer informed customer that Wheels will be notified of the vehicle being taken to the dealership and that he has been provided a rental vehicle.

Email sent to Jack Pruden with information about vehicle.

Writer attempted to contact service manager Jeff and received voice mail twice. Writer spoke to service advisor Adam and informed him that a follow up will be made on Monday to verify that he had been contacted for diagnosis.

Writer attempted to contact service manager Jeff. Left message and requested call back.

Voice mail received from service advisor Victoria. Writer was informed that engineering has picked up the vehicle and taken it to the PQRC. SA stated that the fuel pump is being replaced on the vehicle and the customer has been informed of repairs. SA stated that the repairs will be completed on Wednesday. SA provided phone number for further follow up on this concern. [REDACTED]

Writer contacted service advisor [REDACTED] for follow up on the vehicle. SA was unavailable. Writer requested to speak to service manager Jeff. Left message and requested an update on the vehicle.

Engineering has returned the vehicle to the dealer.

Writer received call from service advisor Adam and was informed that the vehicle has been returned to the dealership and there is 9 days of rental. Writer informed SA that research will be completed to verify payment method.

Writer contacted service manager Jeff to get the amounts for rental. Left message and requested a call back.

Service advisor Adam called in and stated that it was 10 days of rental not 9. SA stated that the customer was in a \$35.00 vehicle for a total of \$350.00. Writer informed customer that the check will be submitted for approval today.

SA called back and stated that the customer is out of town and wont be able to pick up the vehicle until Monday which will extend the rental.

Writer informed SA that writer will wait to create the check when the rental vehicle is returned.

Writer contacted service advisor Adam and was informed that the customer has not yet picked up the vehicle. Writer informed SA that a follow up call would be made tomorrow.

Writer left message for service advisor Adam requesting the amount of time the customer was in the vehicle in order to send a direct check to the dealership.

Writer contacted service advisor Adam. Writer was informed that the customer picked up yesterday. SA stated that the total rental is 16 days at \$35.00. Total reimbursement \$530.00.

Correction to line 95. \$530.00 will be reimbursed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Rental Reimbursment to dealer

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

NA

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

NA

Enter the Mileage at the time of the repair.

15,000

Enter the Date when the repairs were completed.

9/20/12

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

\$0.00

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

\$0.00

What is the total Tax to be reimbursed?

00.00

What is the total amount being reimbursed?

\$560.00

****End structured narrative T2 - eReimbursement

Direct check to dealer for rental reimbursement.

Customer Assistance Inquiry Record (CAIR)#

22554608

VIN	1C4NJRBB7	CD	Open Date	08/24/2012	Built Date	12/23/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/11/2012	Mileage	5,000	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				

Dealer	41985	DUROCHER AUTO SALES INC				
Dealer Address	4651 ROUTE 9					
Dealer City	PLATTSBURGH	Dealer State	NY	Dealer Zip	12901	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	SARANAC NY	Country	UNITED STATES			

Corporate - Rental Vehicle - Default - Default - Default	Customer is requesting a rental
Product - Engine - Unknown - Defective - Default	Vehicle just stopped while driving
Recall - M11: FUEL TANK ROLL-OVER VALVE - Advise Owner/Incomplete Recall	

Briefly summarize what the customer is expecting: Customer is asking for a rental

Briefly summarize why the customer is contacting Chrysler: Customer said she was driving in Vermont and her vehicle just stalled. Customer had her vehicle towed by AAA to Durocher Chrysler in New York. Customer said the dealership would not give them a rental because she did not have a service contract but that when they serviced her old vehicle they always gave her a loaner. Writer advised customer she would call the dealership and call her back. The best number to reach customer is [REDACTED]. Writer spoke to Lisa, sm at dealership - [REDACTED] to see if there was anything they could do to get a rental. Lisa said they only have six loaner vehicles and they are out with customers that purchased their vehicles at their dealerships and that maybe the selling dealership could help the customer with a rental.

Writer called customer back and advised her she had talked to Lisa, sm at the dealership and was advised that all their loaners were already booked for today. Writer advised customer she would send her file to the rental department and that they will call her back today.

Reassigning to 88R for customer call back. Customer s phone number is [REDACTED].

Customer states she doesn t need a rental vehicle. The dealership just called her and told her they could not find anything wrong with her vehicle. Customer asked that it be noted on her file that her vehicle stalled out while she was driving on the highway at 70 m.p.h. and would not start again. Customer stated she had to have the vehicle towed. Per lines 21-25 customer not in need of rental. Writer sending CAIR to a Case Manager to follow-up with customer.

***** CASE MANAGER TEAM - District 32 *****

Original Owner 2 new 0 used
CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]
dealership not open
[REDACTED].

Customer very upset because she bought a new vehicle then to find out it stalled. Customer also was upset with this dealership who she always went to with her other vehicle but she didn t purchase her vehicle from this dealership and they told her because of that they will not supply her a loaner and she would have to wait for her vehicle to be worked on. Customer was told she would get a call bac from CM but her has been out of the office and not sure if she is back on 8/27 but a CM would contact her by end a day 8/27.

michellewldr@gmail.com

Dealership needs to be contacted to see what they found out about the vehicle or if they even diagnosed this vehicle.

Agent attempted to contact dealer Service Manager Lisa, however, SM not available. Left message for a return call at extension 66010. Status update provided via email to the following email address:

[REDACTED]
Hello Ms. Waldron, My name is Penni and I am assisting your case manager today. I wanted to follow up with you and let you know that we are gathering additional information from the dealership and will follow up with you no later than 8/29.

Thank you.

End of Status Update

Agent received a voicemail on 8/28 from Lise Service Manager from dealership to discuss Ms. [REDACTED]'s work order. at 518-563-3587 ext. 129. DUROCHER AUTO SALES INC code 41985.

Agent contacted Lisa Service Manager (SM) to discuss Ms. [REDACTED] work order at 518-563-3587 ext. 129 spoke with Lisa. SM stated that she drove the vehicle about 19 miles and also attempted to start the vehicle at least 3 different times and the vehicle started right up. SM can not duplicate the issue.

Agent contacted customer at [REDACTED] left voice mail for customer with phone number and ext.

Spoke with customer to check on vehicle and advise of what the dealership sm had said line 61-63. Customer stated that it only happened 1 time and it was while she was on the highway going 70 and customer had the cruise control on. Customer stated that she was reading her manual and it does say if when using the cruise control and vehicle stop and then try to start the vehicle will shake and then not start. Writer asked customer if she had informed the dealership of this? Customer stated no because she had just found it. Writer advised customer to take vehicle back into the dealership advise them and have them check. Customer stated that the dealership is supposed to call her anyway when the recall part comes in. Writer advised customer will note case and case manager can check on part and advise dealership of customer's findings. Customer stated that there were no warning lights nothing it just stalled out.

Agent will contact dealer about part delivery for customer and contact customer when has new information.

Agent contacted customer at [REDACTED] left message 2nd message. Status update provided via email to the following email address:

Ms. [REDACTED]

Your case manager Janice is continuing to research your case. She will follow-up with you by telephone on 9/14/12 with an update on your case.

Sincerely,

Christine

Jeep Customer Care

800-763-8422

End of Status Update

Writer attempted to contact customer, message left. Follow up set for 9/24.

3rd attempt made to contact customer. Left message. Follow up set for 9/26.

Customer left message stating issue has not duplicated but she has not used cruise control. Customer states her cell phone number is [REDACTED].

Writer contacted customer. Customer confirms that the issue has not occurred again. Customer states she believes that the cruise control is faulty. Writer advised if the concern does become a recall the customer will receive a letter in the mail. Writer advised case will be closed as it can be reopened if the concern happens again.

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

Customer Assistance Inquiry Record (CAIR)#

22556725

VIN	1J4NT1GB0	BD		Open Date	08/24/2012	Built Date	10/06/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	07/19/2011	Mileage	20,932	Dealer Zone	70		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	67858	MOORE CHRYSLER-JEEP INC					
Dealer Address	8600 W BELL RD						
Dealer City	PEORIA	Dealer State	AZ	Dealer Zip	85382		

Owner		Contact Type	TELEPHONE				
Address		Home Phone					
	PEORIA AZ	Country	UNITED STATES				

Product - Unknown - Unknown - Hesitation/No Power - Default	customer states 3rd X, the vehicle just lost all power as she was driving
Product - Brakes - Unknown - Complete Failure - Default	customer states the brakes didn't work when vehicle shut down on its own
Product - Engine - Unknown - Other - Default	customer states vehicle had a complete shut down while driving

Briefly summarize why the customer is contacting Chrysler: Customer [REDACTED], Fiance and co-Sign on loan, states she was driving on the highway and the vehicle totally shut down, no power, no brakes, she had to coast off to the side of the road, she shut the vehicle off and put it into park and was able to get it restarted. Customer states the DLR 67858 just called and advised they were not able to find any issue with the vehicle and it is working fine. Customer states they ve had the vehicle one year and they are still having problems with the vehicle and the original issue with the Air conditioning still hasn t been solve the DLR 67858 just keeps recharging it. Customer states they have no problems with the new DLR 67858, but they bought a new vehicle so they wouldn t have to worry about repairs and they ve had nothing but problems with the vehicle.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to fix the vehicle.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: 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? 67858

Reassigned to 88F

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

Vehicle has 20932 miles,
Original-yes-2011 Jeep Patriot,
Max Care SC valid,
gap plan valid,
oil plan expired,
Original-1, 336 basic wty valid,
powertrain wty valid,
no recalls.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], left a message to contact Jeep to go over case information.

Writer called customer at [REDACTED], spoke with [REDACTED] and [REDACTED] (fiance e) stating that ongoing issue with A/C happening about 2-3 times, the vehicle vibrates on the passenger side with noise, brought vehicle in for shut down concerns last Friday, dealer not able to

duplicate shut down of vehicle and dealer said if happens again to bring vehicle back in, customer said very disappointed that all these things happening with vehicle, also mentioned had past transmission issues, the other day vehicle shut off again and power steering went out all together, bought vehicle from Power Chrysler dealership for A/C charge and this is all that dealers are doing currently for the A/C but is working fine right now but when it gets extremely hot then starts to have A/C not cooling issues, customer said expects resolution and for vehicle to be properly fixed and requesting a Chrysler engineer to come to the dealership to look at vehicle on this matter, this has been an inconvenience having to drop vehicle off and has been at the dealership for a few days and still dealer is not able to duplicate concerns. Writer informed customer that will contact dealership to check on what is recommended or any suggestions on this matter, give 2 business days for update. Customer said okay and provided email address for updates;

██████████
Status update provided via email to the following email address:
██████████

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

Your Case number: 22556725

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66082

My work hours: 8:30am-5:00pm Mountain Standard Time Monday-Friday

End of Status Update

Writer sent email to Luke (SD) at dealer 67858 regarding case information and if dealer can involve STAR for advisement on this matter.

Email on 08/27 at end of day from Luke (SD) feedback; dealer said so far to date dealer has not been able to replicate the customers concern, customer did have a complaint about the A/C in July, two visits ago.

Dealer did see that the Freon levels were low and adjusted them but no complaints from customer about the A/C since that visit. Dealer SD said dealer does not typically contact STAR until dealer finds a problem, only when we cannot fix the problem is when dealer is supposed to contact STAR for help, so far dealer has not been able to replicate the customer s complaint regarding any type of vibration or noise. SD said he has personally test driven this vehicle and appears to operate as it is designed, no noises and the a/c was blowing cold. Dealer SD recommends that customer bring vehicle back in possibly during their next service interval so customer does not have to make a special trip. Dealer can drive it some more and try to replicate the concerns, also to allow for extended drive times, it would be best if customer could leave it all day next time.

Writer called customer at ██████████, left a message to contact Jeep to go over case information.

Writer called customer at ██████████, spoke with Mr. ██████████ and informed dealer not able to duplicate concerns so no information to relay to technical resource for advisement but dealer SD suggested that next service that dealer will thoroughly inspect vehicle again every time he comes in to see if able to duplicate the concerns, at this point will close out case. Customer said if wife has questions can she call Jeep. Writer informed customer best to stay in contact with dealership due to dealer is the best resource for technical questions Customer said okay. CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**22557683**

VIN	1C4NJRBB8	CD	Open Date	08/25/2012	Built Date	01/17/2012	
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/29/2012	Mileage	1,400	Dealer Zone	35	WASHINGTON	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						
Dealer	68394	HOFFMAN CHRYSLER JEEP DODGE					
Dealer Address	171 S EDGEWOOD DR						
Dealer City	HAGERSTOWN			Dealer State	MD	Dealer Zip	21740
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	HAGERSTOWN MD null					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-08-25
Road Side File Created 08-25-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
RIDGE ROAD S 171 S EDGEWOOD DR
STATE HIGHWAY 9
MARTINSBURG HAGERSTOWN
WV USA MD
RED HILL SUBDIVISION,VEH IS NOT STARTING / COVD FO
DEALER CODE : 68394 HOFFMAN CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#

22563766

VIN	1C4NJRFBX	CD [REDACTED]	Open Date	08/27/2012	Built Date	02/09/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/21/2012	Mileage	9,000	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PLB					
Engine	ED3					
Transmission	DHD					

Dealer	37271	BERNARD'S NORTHTOWN INC				
Dealer Address	510 DEERE DR					
Dealer City	NEW RICHMOND	Dealer State	WI	Dealer Zip	54017	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	AMERY WI [REDACTED]	Country	UNITED STATES

Product - Fuel System - Unknown - Other - Default	fuel delivery system
Product - Unknown - Unknown - Stalling - Default	

Customer s mother Karen called in because her son is in the military. Customer states that the vehicle has left her son stranded on the interstate twice. Customer states that they have needed a tow twice. The dealer has stated it has something to do with the fuel delivery system. They do not feel comfortable in the vehicle anymore and is looking to trade it in. Customer is trading it in for a Liberty but the only way this will work is if they take a \$5000 loss. Caller does not feel this is fair on a 3 month old vehicle with 9000 miles on it and the problem not being their fault. Caller would like to remedy this. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/ Midday call back number is [REDACTED] (Mother), [REDACTED] (Owner) 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? 37271 Reassigned to 88F ***** CASE MANAGER TEAM - District N* ***** Status update provided via email to the following email address: [REDACTED] My name is [REDACTED] and I have been assigned as your case manager. Here is some information that will be helpful for you to have: Your case number is listed above. The Chrysler Case Management telephone number is: 800-763-8422. My direct extension is: 66348. My work hours are 10:30am - 7:00pm Eastern Time, Monday-Friday. I will contact you within one business day by telephone to review your case with you. End of Status Update Customer Profile: 1 New Household: 2 New, 1 Used Within Basic-336 Warranty Service Contract: No Writer calling customer first (per BE115) because this is a dealer/customer issue. CONTACT UPDATE - 1st Contact attempt, [REDACTED]. Writer spoke to customer s mother, [REDACTED] states they are not willing to take the \$5000.00 loss with a trade-in so they would like to pursue getting it repaired. Karen states when they broke down outside of SLC the dealer

there did some repair and sent them on their way, they broke down again six hours later outside of Cheyenne. The Tech (possible, last name Peterson) in Cheyenne said he had heard of this problem but didn't know how to fix it, the tech told them it had to do with the fuel pressure and that is why when it cools down it is fine. Tech suggested keeping the tank at least 1/2 full at all times, this is what customer is doing now. Customer is in the Navy, has just been stationed at Fort Mead, will be living in Millersville Maryland. Customer and his wife Holly are currently driving across country to report for duty. Writer informed customer's mother, [REDACTED] that there is not a lot we can do at this point because she doesn't have the vehicle and they will be going to a new unknown dealer in Maryland. Writer informed [REDACTED] that I would call customer Holly McKean on her cell #831-241-0812 and let her know that I will close this case and when they get settled in Maryland and are ready to deal with the vehicle repair and know which dealer they will be going to, call CAC and give this case number and we can go from there. Writer contacted customer, Mrs. Holly McKean on her cell #831-241-0812. Writer left message informing customer that we will be closing the case until we can get the vehicle to their new dealer. Writer advised I would keep case open for 3 days before closing on 8/31 and to please return my call so I know they received the message and understand the instruction I gave them on voice mail. Writer provided case # and my contact information.

No contact - closing case

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

CSI Callback: [REDACTED] Customer states she is working with Chrysler already on this and has filed a claim, writer thanked customer for the feedback.

Customer Assistance Inquiry Record (CAIR)#**22568276**

VIN	1C4NJRBBX	CD [REDACTED]	Open Date	08/28/2012	Built Date	12/23/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/11/2012	Mileage	8,800	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	EUSTIS FL	[REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default

Customer seeking re-imbursment for repairs

Briefly summarize why the customer is contacting Chrysler: Customer had vehicle breakdown and towed to 23301 AUGUSTA CHRYSLER DODGE JEEP RAM. Dealership stated that caller ran vehicle out of gas. DLR charged \$99.05 for diagnostic on vehicle, added gas and sent them on their way. Vehicle only traveled 30 miles before same issue re-appeared. Customer had to spend two days in motel (\$66x2) Vehicle towed to 60068 LAKE NORMAN CHRYSLER JEEP DODGE. This dealer found that the issue was caused by recall M11 malfunctioning part. Dealer corrected problem and vehicle now returned to owner.

Briefly summarize what the customer is expecting: Customer seeking re-imbursment for diagnostic fees at 23301 DLR and also for motel. 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) or [REDACTED] (Work)

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? 60068 LAKE NORMAN CHRYSLER JEEP DODGE

Reassigned to 86h

***** CASE MANAGER TEAM - District 96F *****

Status update provided via email to the following email address:

[REDACTED]
My Name is Carolyn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

[REDACTED]
Your case number is listed above.

The Chrysler Case Management telephone number is: 1-855-525-5085

My direct extension is: 4720346

My work hours are: 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 attempt, phone number dialed,

[REDACTED]. CM Left message for customer.

CONTACT UPDATE - 1st contact, phone number dialed,

[REDACTED]
CM called customer. Customer stated to CM she is seeking reimbursement for diagnostic fee and hotel stay for 2 nights due to vehicle breaking down after leaving dealership. CM advised customer to send documents showing paid diagnostic fee and paid hotel room receipts, customer agreed.

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

bmw3v8@yahoo.com on 2012-08-28 @ 14:09

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

CONTACT UPDATE - Contact attempt, phone number dialed,

[REDACTED]

CM called for customer woman stated to CM customer not in today. no message left.

CONTACT UPDATE - Contact attempt, phone number dialed,

██████████. CM Left message on customers voicemail.

Customer calls to speak with their Case Manager. CM advised customer receipts for diagnostic fee and motel room payments received. CM advised customer will reimburse \$99.05 diagnostic fee and \$132 for motel room for 2days for a total of \$231.05. CM advised customer to expect check in 7-10 business days. CM verified address check is to be mailed to. Customer very satisfied.

Customer Assistance Inquiry Record (CAIR)#**22571332**

VIN	1C4NJRCB4	CD	Open Date	08/29/2012	Built Date	12/08/2011
Model Year	2012	Body	MKJH74	JEEP PATRIOT LIMITED 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/13/2011	Mileage	17,537	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Dealer	45244	HALL CHRYSLER, JEEP, DODGE OF	FENTON, INC.			
Dealer Address	15123 NORTH RD					
Dealer City	FENTON	Dealer State	MI	Dealer Zip	48430	
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	DAFTER MI null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-08-29
 Road Side File Created 08-29-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 W THOMPSON ROAD 15123 NORTH RD
 US HIGHWAY 23 N
 FENTON FENTON
 MI USA MI
 VEH STALLED,VEH IS ON THE RAMP COMING OFF HWY 23 N
 DEALER CODE : 45244 HALL CHRYSLER, JEEP, DODGE OF

Customer Assistance Inquiry Record (CAIR)#

22576411

VIN	1C4NJRBB5	CD	Open Date	08/30/2012	Built Date	11/22/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/27/2011	Mileage	15,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				
Dealer	43783	RAMEY MOTORS INCORPORATED				
Dealer Address	160 FRAZIER DRIVE					
Dealer City	PRINCETON	Dealer State	WV	Dealer Zip	24740	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BLUEFIELD WV			Country	UNITED STATES	

Product - Transmission / Transaxle - Unknown - Defective - Default	dealership is still trying to diagnose problem
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

Briefly summarize what the customer is expecting: Customer is requesting help with getting her vehicle repaired correctly.

Briefly summarize why the customer is contacting Chrysler: Customer called because her vehicle has been at the dealership for transmission repairs for over a week now. Customer said she has had numerous problems with this vehicle already. Customer said when she had only had the vehicle about a week when she had a leak and the window had to be resealed. Customer said she has had to have the emergency brake repaired, the a/c would not come on once and she had to turn the vehicle off and then back on for it to start and the dealership advised her this was just a Jeep issue. Customer said that one time the vehicle just shut off while she was driving on the interstate. Customer said this was the first new vehicle she has ever had and did not think there should be this many problems with it. Customer said that now the dealership said that they have replace the throw out bearing and the clutch kit and now they are saying there is a problem with the transmission.

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
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? Ramey Motors
 Reassigned to 96F
 CM contacted SM... SM stated the Vehicle is at the DLR and they have been able to duplicate concerns. SM Explained they are in the process of pulling the trans for further diagnosis and once they have an understanding as to what wrong with the vehicle they will place customer in a rental vehicle. CM advised customer will be contacted with updates...Call Ended...

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] did not speak with customer the line disconnected...
 CM contacted Customer... Customer stated the vehicle has been at the DLR of a week and the DLR still has not completed diagnosis. CM explained to customer that the DLR only has one transmission tech and his time is divided up between her vehicle and other customers. CM advised customer the SM at DLR should have the transmission diagnosed today and once they have an understanding of what repairs are needed the DLR will provide a rental vehicle for customer. CM provided customer with contact number for call back...Call Ended...

CM contacted DLR, SM was not available spoke with SA sierra... SA stated the vehicle has been repaired and turned to the customer. SA stated the DLR did place the customer in a rental vehicle...Call Ended...

CONTACT UPDATE - Contact attempt, phone number dialed,

Customer called and asked to be transferred to ext 4720280

CM contacted Sm Nathan... Sm stated the customer contacted the DLR concerns vibration in the engine. SM stated the customer has not brought the vehicle in for diagnosis and she has not schedule an appointment. CM advised the customer will be contacted... Call Ended...

CM contacted Customer... Customer stated she has an appointment set for Thursday. CM advised the DLR will be contacted when the vehicle is drop off... Call Ended...

CM contacted DLR, SM was not available spoke with SA Sharlin... SA stated the customer brought the vehicle to the DLR in regards to concerns. SA stated the customer drove the vehicle with one of the techs and they were able to duplicate concerns. SA stated the customer has another appointment to bring the vehicle back to the DLR on Thursday...Call Ended...

CM Contacted SA Eyvon...SA stated the customer did not show for the appointment yesterday, however, the Customer and schedule an appointment for next Thursday...Call Ended...

CM contacted SA Yvonne stated the vehicle has not been brought in for diagnosis...Call Ended...

CM contacted SA Yvonne... SA stated the customer rescheduled the appointment for Monday. CM advised the customer will be contacted to verify the appointment...Call Ended...

CONTACT UPDATE - Contact attempt, phone number dialed,

. Left message.

CM contacted SA Yvonne... SA stated the customer did bring the vehicle in and they have not been able to duplicate customer concerns. SA stated the customer will be contacted and they will drive the vehicle with the customer...Call Ended...

CONTACT UPDATE - Contact attempt, phone number dialed,

. Left message.

Customer has missed several appointments to go to the dealer and drive a similar vehicle as concern was noted as characteristic. CM has been unable to reach customer after several attempts. Customer has not responded to messages left. CM to close case, survey bypass added.

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

Customer Assistance Inquiry Record (CAIR)#**22585221**

VIN	1C4NJRFB0	CD	Open Date	09/04/2012	Built Date	03/14/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/21/2012	Mileage	5,522	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7					
Engine	ED3					
Transmission	DAW					
Dealer	64855	VICTORVILLE MOTORS INC				
Dealer Address	14617 CIVIC DR					
Dealer City	VICTORVILLE	Dealer State	CA	Dealer Zip	92394	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	CHATSWORTH CA null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-09-04
Road Side File Created 09-04-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-15 S 14617 CIVIC DR
BOULDER ROAD
APPLE VALLEY VICTORVILLE
CA USA CA
VEH STALLED ON 15S JUST PAST CALLBOX 15553 BETWEEN
DEALER CODE : 64855 VICTORVILLE MOTORS INC

Customer Assistance Inquiry Record (CAIR)#**22590136**

VIN	1C4NJRFB6	CD [REDACTED]	Open Date	09/05/2012	Built Date	01/02/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/19/2012	Mileage	10,871	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ED3					
Transmission	DAW					
Dealer	43906	TEXAS DODGE LP				
Dealer Address	7800 I-40 WEST					
Dealer City	AMARILLO	Dealer State	TX	Dealer Zip	79106	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	CHINO CA null	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-09-05
Road Side File Created 09-05-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-40 E 7800 I 40 WEST
FM-3319
VEGA AMARILLO
TX USA TX
@MM 32, STALL ISSUE//
DEALER CODE : 43906 TEXAS DODGE LP

Customer Assistance Inquiry Record (CAIR)#**22593924**

VIN	1C4NJPFAX	CD [REDACTED]	Open Date	09/06/2012	Built Date	11/10/2011	
Model Year	2012	Body	MKTM74	JEEP PATRIOT LATITUDE FWD SPORT UTILITY 4-DOOR			
In Service Dt	12/02/2011	Mileage	8,000	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PW7						
Engine	ECN						
Transmission	DHD						
Dealer	64777	BOB & CHUCK EDDY CHRYSLER DODGE			JEEP		
Dealer Address	4850 MAHONING AVENUE						
Dealer City	AUSTINTOWN			Dealer State	OH	Dealer Zip	44515
Owner	[REDACTED]				Contact Type	ROADSIDE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	NORTH JACKSON OH null				Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-09-06
Road Side File Created 09-06-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
850 BOARDMAN POLAND ROAD 4850 MAHONING AVENUE
DRIVEWAY
BOARDMAN AUSTINTOWN
OH USA OH
VEH STALLED, SEES SIGN THAT SAYS GABRIEL BROTHERS--
DEALER CODE : 64777 BOB & CHUCK EDDY CHRYSLER DODGE

Customer Assistance Inquiry Record (CAIR)#**22598889**

VIN	1C4NJRBB6	CD	Open Date	09/07/2012	Built Date	12/13/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/03/2012	Mileage	13,100	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				
Dealer Address	16701 BEACH BLVD					
Dealer City	HUNTINGTON BEACH	Dealer State	CA	Dealer Zip	92647	

Owner		Contact Type	LETTER
Address		Home Phone	
	RANCHO CUCAMONGA CA	Country	UNITED STATES

Referral - Other - Default - Default - Default	BBB referral
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 090612; DATE RECEIVED: 090712

BBB referral

Owner states the vehicle has stalled out twice and is fearful of this problem. Writer notes two star cases have been working to resolve this problem.

***Per TMT, writer will send this to the bc for handling.

REASSIGNED TO BC/DLR 71 24100 09/07/12 15:34 O 22598889

POSTMARK DATE: 090712; DATE RECEIVED: 090712

REASSIGNED TO BC/DLR 71 24100 09/07/12 15:52 O 22598889

090712 Per BBB complaint, customer seeking replacement
 Forwarded to AM SLW5 to review and respond to customer regarding request for replacement/ see prior CAIR 22548433 for more info tmt _
 091212..dealer and dm working on case with customer..slw5 _
 091212..dm reviewed file and file has stalled on freeway three times.
 1st incident in Henderson, NV at 7908 miles, then at Victorville Motors at 13057 miles and vehicle currently being repaired at Huntington Beach CJD with assistance from Star and tech advisor Stan Gozzi. customer refuses to drive as stalls at freeway speeds. Customer paid cash for the vehicle and customer has title. customer wants another minivan and Huntington Beach CJD 24100 is looking for vehicle for the customer. please charge mileage usage fee at 7908 miles..slw5 _

Customer Assistance Inquiry Record (CAIR)#**22608006**

VIN	1C4NJRBBX	CD [REDACTED]	Open Date	09/11/2012	Built Date	12/02/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	08/28/2012	Mileage	1,863	Dealer Zone	74	DENVER
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					
Dealer	63059	WILLRODT MOTOR COMPANY INC				
Dealer Address	200 WEST KING STREET					
Dealer City	CHAMBERLAIN	Dealer State	SD	Dealer Zip	57325	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	PIERRE SD null	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-09-11
Road Side File Created 09-11-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-90 E 115 S CORTLAND
EXIT 284
KIMBALL CHAMBERLAIN
SD USA SD
VEH LOST POWER / WEST OF EXIT 284,2 PASSENGERS
DEALER CODE : 63059 WILLRODT MOTOR COMPANY INC

Customer Assistance Inquiry Record (CAIR)#**22619290**

VIN	1J4NT1GB2	BD	Open Date	09/13/2012	Built Date	06/23/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	07/31/2011	Mileage	12,405	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	06333	MCCUNE CHRYSLER PLYMOUTH JEEP	EAGLE	
Dealer Address	2340 NATIONAL CITY BLVD			
Dealer City	NATIONAL CITY	Dealer State	CA	
		Dealer Zip	91950	
Owner			Contact Type	TELEPHONE
Address			Home Phone	
	SAN DIEGO CA		Country	UNITED STATES

Corporate - Survey By-Pass - T2 Email - Default - Default	Dealer T2email Received
Product - Electrical - Power/Engine Control Module - Other - Default	Dealer replaced wireless control module.
Product - Drivability - Unknown - Stalling - Default	Vehicle loses power and stalls intermittently.

*****Dealer T2email Received*****

Phil Caudillo-Service Director emailed: 'Customer states vehicle loses power and stalls intermittently, we have not been able to duplicate concern. ?Dealer replaced wireless control module for a separate low tire pressure light on this visit. DM-Jason Baldwin has been notified.' 092812 per am jrb62, offered 7/100 added care plus \$100 csc for customer satisfaction
 Contract created. Contract number is [REDACTED]
 tmt

Customer Assistance Inquiry Record (CAIR)#**22626767**

VIN	1C4NJRCB3	CD [REDACTED]	Open Date	09/17/2012	Built Date	12/07/2011
Model Year	2012	Body	MKJH74	JEEP PATRIOT LIMITED 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/13/2012	Mileage	12,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	23304	FARRISH DODGE JEEP				
Dealer Address	9610 FAIRFAX BLVD					
Dealer City	FAIRFAX	Dealer State	VA	Dealer Zip	22031	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	XEROX CORPORATION	Home Phone	[REDACTED]		
	ALEXANDRIA VA [REDACTED]	Country	UNITED STATES			

Product - Exhaust - Unknown - Other - Default	Exhaust Converter
Product - Electrical - Ignition System - Other - Default	Ignition Coil
Corporate - Lemon Law - Default - Default - Default	

**** PILOT CASE MANAGER TEAM - District 88X *****

Contact information:

[REDACTED]

Customer's concern: Customer stated on 4/17/12: Driver called in indicating there was a clanking noise in the engine. There is a warranty repair Ignition coil.

4/21/12: SES light on. Driver states doing the same thing as before. There is another warranty repair. Exhaust converter.

8/21/12: Driver called noting this is third time the unit has broken down. I see no warranty repair.

9/2/12: Driver called in to say the car does not start. No warranty repair in history either.

Here is what the fleet contact is saying...

' Paula Morisey, with Xerox fleet office, contacted GE mtc. asking us to pursue the lemon law with Chrysler. She says this vehicle has been in 3 times in 7 months for stalling. States the driver or none of her other employees will drive this vehicle. The vehicle was at FarrishDodge (703) 273-0200 for check engine light . They replaced catalitic. Converter. A week ago vehicle stalled and was towed to Farrish Dodge again. GE called and talked with Larry in service. He says they found a short in the wiring to the PCM and repaired it.Those repairs were done and driver picked up vehicle. GE tried to explain to Paula the lemon law does not apply to fleet vehicles and asked if they re still having issues with vehicle now that its fixed. She says she doesn t know because no one will drive vehicle because they don t trust it. GE tried to get her to give vehicle to someone else to drive and if there are issues, we can contact Chrysler at that time Paula insists she does not want this vehicle anymore.

CONTACT UPDATE - 1st Contact attempt, Email sent to [REDACTED]

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

EC703@Chrysler.com on 2012-09-17 @ 12:28

Status update provided via email to the following email address:

[REDACTED]

My name is Eric and I have been assigned to be your customer care agent.

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

Your Vehicle: CD568051 2012 Jeep Patriot

Chrysler Customer Care phone number: 1-800-763-8422

My Direct Extension: 66173

My Hours: 7:30 3:30 (M F) Mountain Time

My Email: EC703@Chrysler.com

For this request I would need to send this to another department that specializes for these specific requests. This takes about 2 business days. Thank you for your patience. Have a great day.

End of Status Update

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

Reviewed warranty records, and VIP. Vehicle does not qualify for Lemon Law. Reassign to 96f

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4720271
CM spoke with owner, owner accepted offer and will contact dealer to schedule an appointment for the repair/

REASSIGNED TO BC/DLR 35 23304 09/24/12 15:26 O 22626767

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

[REDACTED] Left message.

Status update provided via email to the following email address:

[REDACTED]

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

Your case My name is Nate and I have been assigned as your Case Manager. Your case number is listed above. The Chrysler Case Management telephone number is 855.525.5085, my direct extension is 4720271.

My work hours are Monday Friday from 8 A.M. until 4:30 P.M. EST.

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

End of Status Update

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

Customer called in for CM, LS958. Customer reported that he is wanting to know if the case is nearing a decision. Customer states he is wanting to know what the decision is one way or another so he proceed and move on. Customer also sent to voice mail.

5th attempt made to contact customer. Left message. Vehicle according to 96L does not appear to qualify for lemon law. CM left message to determine if vehicle is at dealer or status of the repair. CM to follow up with dealership

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

[REDACTED] Left message.

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

[REDACTED] Left message.

*Contact Date:10/17/2012

After repeated attempts the dealer was unable to contact this customer. CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 10/17/2012 AT 03:16:011 R 22626767

5th attempt made to contact customer. Left message.

Per Dealer email, vehicle still being diagnosed.

Mark,

Can you let me know what going on with this vehicle? The owner is trying to file for A buyback/replacement and it appears it would not qualify.

Thanks for the update.

Email from SM //////////////// It was in, in April for a check engine light and in August for a no start. That is the only history I have.

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

Customer Assistance Inquiry Record (CAIR)#

22631524

VIN	1J4NF1GBX	BD		Open Date	09/18/2012	Built Date	01/03/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/12/2011	Mileage	18,000	Dealer Zone	74	DENVER	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	LAKEWOOD CO	Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requested rental reimbursement
Product - Engine - Unknown - Defective - Default	Customer stated vehicle broke down 2 times on road trip
Corporate - CNA Change - Default - Default - Default	Updated customer information
Corporate - E-Reimbursement - Default - Default - Default	reimbursement for trip interruption two occurrences

Briefly summarize why the customer is contacting Chrysler: Customer took off on a road trip and vehicle broke down 2 times. The engine just stop while driving both times and customer coasted vehicle off highway. Customer stated there seemed to be no gas and customer would try to start vehicle and would not start. Two dealerships looked at vehicle and could not find anything wrong with vehicle. Vehicle broke down in Mexico and again in Tucson on there way home to Denver. Customer had to rent a car in order to get home from Tucson, cost \$103.66, one way and Hotel accommodations, cost 123.94. When vehicle broke down in Tucson, called father. Father rented a trailer in order to bring Jeep to Denver. In the mean time customer has sold vehicle because of all the problems and no one could help them.

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

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 3

Preferred Afternoon/Evening call back number is

Customer email address for case updates: no

Who has possession of the vehicle? Sold

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? Dealership in Mexico and Tucson

Reassigned to 88F

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

History: one pre owned

Service Contract: certified pre owned

OOW: certified pre owned

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

. Writer spoke to customer and was advised that after vehicle broke down customer was towed to the nearest dealership and customer had to stay over night to have vehicle looked at and then was told nothing was found causing issues. Customer drove vehicle another 4 hours with out proper operation of vehicle and told again no problems were found.

Customer then sold vehicle per could not trust to get no answers from two dealerships and customer is seeking rental and hotel stay. Writer advised that CAC can assist with the cost of the rental but will not offer the hotel stay per a service contract would of covered trip interruption and customer no longer owns vehicle. Customer expects both to be offered. Writer will send link to customer to consider different answer. Writer will send link for documents.

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

.com on 2012-09-19 @ 16:17

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

.com on 2012-09-20 @ 13:10

**** Customer Document Received ****

Customer Document Reviewed.

Writer left message for customer requesting call back regarding review of documents and decision for reimbursement.

Customer requesting to speak with case manager, writer was able to conference customer with LT702 at ext. 66355.

Writer received call back from customer and was advised that CAC will participate in a goodwill gesture to reimburse the rental and portion of the hotel stay. Total of reimbursement will be \$187.66. Customer accepted and confirmed address and name from Coin and was advised that case will be closed and check should be received in 7-10 days.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement for trip interruption two occurrences

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

no

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

no

Enter the Mileage at the time of the repair.

17,387

Enter the Date when the repairs were completed.

8-10-12

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

\$0

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

\$0

What is the total Tax to be reimbursed?

\$0

What is the total amount being reimbursed?

\$187.66

****End structured narrative T2 - eReimbursement

Approved GF222

Customer Assistance Inquiry Record (CAIR)#**22631990**

VIN	1C4NJRBB6	CD [REDACTED]	Open Date	09/18/2012	Built Date	12/13/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/03/2012	Mileage	13,100	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				
Dealer Address	16701 BEACH BLVD					
Dealer City	HUNTINGTON BEACH	Dealer State	CA	Dealer Zip	92647	
Owner	[REDACTED]			Contact Type	CERTIFIED LETTER	
Address	14093 GLENDALE CT			[REDACTED]	[REDACTED]	
	[REDACTED]	CA	[REDACTED]	Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	owner states vehicle stalled on the highway
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 091212; DATE RECEIVED: 091812
 Owner submits a certified letter to Chrysler received on 9-18-2012 and requesting this vehicle fall under the lemon law in the state of CA. Writer notes the previous file is in the process of replacing or repurchasing this vehicle. This file will be forwarded to the bc for their information.
 *** received duplcate letter - sent to be scanned ***
 POSTMARK DATE: 091212; DATE RECEIVED: 091912
 092012 reassigned to am slw5 to review and respond to owners request for lemon law relief tmt
 092412..isg already has file and repurchase is being processed closing this cair..slw5

Customer Assistance Inquiry Record (CAIR)#**22637674**

VIN	1J4NF1GB8	BD	Open Date	09/20/2012	Built Date	01/13/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/24/2011	Mileage	24,747	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE
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Dealer Address	24315 HAGGERTY		
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Dealer City	NOVI	Dealer State	MI	Dealer Zip	48375
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Owner		Contact Type	ROADSIDE
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Address		Home Phone	
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COMMERCE TOWNSHI MI null	Country	UNITED STATES
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Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2012-09-20
Road Side File Created 09-20-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
29226 ORCHARD LAKE ROAD 24315 HAGGERTY
W 13 MILE ROAD
FARMINGTON HILLS NOVI
MI USA MI
STALLED, COULD NOT STEER AND NOT WILL NOT START /
DEALER CODE : 66262 SUBURBAN CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#

22649413

VIN	1J4NF1GB1	BD	[REDACTED]	Open Date	09/24/2012	Built Date	11/16/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	03/12/2011	Mileage	16,000	Dealer Zone	32	NEW YORK	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	68522	RANDOLPH CHRYSLER JEEP INC					
Dealer Address	572 SOUTH MAIN ST						
Dealer City	RANDOLPH	Dealer State	MA	Dealer Zip	02368		

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SEA BRIGHT NJ [REDACTED]	Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default | third time that the vehicle has been at the dealership for stalling.

Briefly summarize why the customer is contacting Chrysler: Customer called because this is the third time that the vehicle has been at the dealership for stalling. Caller stated that his daughter Lauren has the vehicle at college and will be dropping the vehicle at dealership 68522 tomorrow. Caller stated that the first 2 times the vehicle was looked at by dealership 23053.

Briefly summarize what the customer is expecting: Customer is seeking assistance from Chrysler to get the vehicle fixed so he doesn't have to worry about his daughter while she is driving this vehicle. Caller stated that she doesn't live close to him.

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 L [REDACTED]

[REDACTED]

Customer email address for case updates: [REDACTED]t

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? 68522 CHRYSLER JEEP 24

Reassigned to 88F

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

Owned: 1

Currently: 1

New: 1

OOW: No

SC: No

Status update provided via email to the following email address:

[REDACTED]

Hello, this is Matt with Jeep customer care. I will be following up with you and dealership tomorrow so that I can gather information from dealership as far as the diagnosis and contact you afterwards. I am your case manager and you can reach me at 800-763-8422 ext 66106. My hours are from 9:30 am - 6 pm Monday - Friday. Thank you and have a great day.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, by email.

Customer called in to speak with her case manager, customer requested extension 66106

Writer received voicemail from customer.

Writer contacted service manager Jon, who stated that no condition was found with vehicle.

Writer left message for customer daughter Lauren, advised of call back no

later then 9/28.

Customer requested to speak to CM 800-763-8422 ext 66106.

Agent transferred to CM reached voicemail.

Writer contacted customer and verified repairs have been completed.

Customer stated that she feels that it should of not had electrical wiring problems this early. Writer advised that customer is correct and is why repairs were covered under warranty. Writer advised that case will be closed due to customer not having any other concerns.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

22649572

VIN	1C4NJRBB3	CD	Open Date	09/24/2012	Built Date	11/21/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/13/2011	Mileage	5,229	Dealer Zone	51	CHICAGO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EDWARDSVILLE IL				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	to be reimbursed for rental vehicle
Product - Drivability - Unknown - Stalling - Default	vehicle has stalled twice
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer said at 2100 the vehicle died and had to be towed to Car City Chrysler. The dealership was able to start the vehicle and was not able to determine what was wrong. Customer said the vehicle stalled while driving on a highway 60 mph. Customer had the vehicle towed to Fletcher. Customer was forced to get a rental vehicle because he had to catch a plane to go on vacation. Customer was told he would get 5 days of rental covered, however when he came back, he was told that Chrysler would only authorize 3 days. Customer has to pay \$400 for the rental. Fletcher was also not able to duplicate the issue.

Briefly summarize what the customer is expecting: To have the vehicle repaired and to be reimbursed for rental.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: customer declined

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 60511

Reassigned to 88F

Case Manager Team- District P

Dealership-60511

Owned - 2

New- 1

Used -1

Currently owns- 1

Service Contract- yes

OOW- no

Writer called dealership, Spoke with Paul SM, SM informed that they didn't find any repairs in the car so they have no repairs to do but customer had some problems with the car and he rented another vehicle for 5 days and SM confirmed that. SM also informed that customer might take his vehicle to the selling dealership for diagnosis.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Writer spoke with the customer, Customer stated his vehicle stalled two times when he was driving on 65MPH but no fault was found when diagnosed with the dealership, Customer had to rent another vehicle for 5 days and he paid \$400.00 for the rental. Writer informed customer to send his documents for the rental, customer said he will send them today by email... writer took Email address from customer and informed him about the link where he has to attach his documents. Writer also advised customer to take the vehicle to the selling dealership to get it diagnosed, Customer said he will do that but if dealership will not find any faults in the vehicle customer will ask for buyback
Customer e-mail Address -

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

██████████ on 2012-09-25 @ 15:30

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

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for the rental

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

NA

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

NA

Enter the Mileage at the time of the repair.

5229

Enter the Date when the repairs were completed.

09/14/12

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

0

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

\$400.50 for rental

What is the total Tax to be reimbursed?

0

What is the total amount being reimbursed?

\$400.50

****End structured narrative T2 - eReimbursement

Writer called customer left message on voicemail to call back by 6.30 pm

CST

Writer called customer and stated that we will reimburse the customer for the rental that he has had writer is opening new case for the current

concerns customer is having.

Customer Document Reviewed.

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

Customer Assistance Inquiry Record (CAIR)#

22661227

VIN	1J4NF1GB0	BD		Open Date	09/27/2012	Built Date	10/26/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/03/2010	Mileage	28,300	Dealer Zone	32	NEW YORK	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	68242	STAR CHRYSLER JEEP DODGE					
Dealer Address	211-10 JAMAICA AVENUE						
Dealer City	QUEENS VILLAGE	Dealer State	NY	Dealer Zip	11428		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	FLUSHING NY	Country	UNITED STATES				

Corporate - Complaint Contact - Default - Default - Default	customer has complaint about previous denial for assistance
Product - Engine - Engine Block / Short Engine - Other - Default	engine needs replacement block

Briefly summarize why the customer is contacting Chrysler: During the hot weeks of summer, while driving on the highway, the transmission would overheat and this vehicle would lose power and the customer would have to pull over and wait maybe 15 minutes to be able to drive again. This stopped when the weather cooled down. The vehicle was taken to the dealership on 1st Aug and it was not looked at, so customer picked the vehicle up again because he needed transportation. Vehicle had an oil change on 3rd August and asked the IRF about his transmission issues. The IRF said he would not touch the transmission and the customer should visit his dealership. Between 3rd Aug and 29th Aug, about 1000m was put on the vehicle. Vehicle was taken to the dealership on 29th August and customer was called to pick it up on 1st Sept and bring it back on the 2nd to have the axel repaired under warranty. Customer has no idea if the dealership did anything to the vehicle while they had it at the end of August. On Sept 3rd the vehicle broke down on the highway and the customer had it towed to the dealership. On 4th the customer dropped off the keys. On 5th Sept the dealership informed the customer that there was no oil in the engine. As of that day the dealership has claimed that the vehicle was driven for a month without oil and this is why it has become impaired. The bottom block is fine but the top block has seized up and needs to be replaced.

Briefly summarize what the customer is expecting: Customer is expecting the repairs to be covered under warranty.

Has an authorized dealer diagnosed the vehicle? y

If a CDJR dealer has diagnosed, what is the dealer name and code? 68242 Star

Customer advised a call back will take place by COB tomorrow.

Preferred Morning/Midday call back number is: [REDACTED]

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates: n/a

Reassign to: 88f

Writer called STAR CHRYSLER JEEP DODGE at 718-479-6200, spoke with Tony, was informed that the vehicle came in with the transmission running hot, replaced the transmission. Tony said the vehicle was brought back via tow, inspected the engine and there was 8oz of oil in the engine. Tony said not covered due to lack of maintenance on the vehicle. Tony said there is 28,500 miles, and has done only three oil changes. Tony said not a defect, and will not be assisting.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 347-858-2061.

Left message.

[REDACTED] requesting to speak with Case Manager LT707. Transferred caller to ext 66011.

Writer called customer at [REDACTED], advised customer that warranty covered defects in factory parts, and workmanship of materials. Vehicle was taken to STAR where service advisor Tony inspected the vehicle, and the engine had 8oz of oil in the engine. The repairs to the engine will be customer pay. Customer said the oil light never came on in the vehicle. Writer said when speaking to Tony, that determination could not be made whether the light came on or not. Customer said have paper work showing the oil changes are being completed on the vehicle. Writer asked if the paper work was provided to Tony, customer said yes. Writer said with Tony, a trained professional by Jeep, inspecting the customer Jeep, and finding 8oz of oil in the engine the determination of the cause of failure is not a defect in factory parts, and workmanship of materials, therefore Jeeps policy is that the repairs will not be covered under warranty. Customer said that s fine, writer said case will be closed, customer ended the call.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

22666236

VIN	1C4NJRFBX	CD	Open Date	09/29/2012	Built Date	02/09/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	05/21/2012	Mileage	9,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PLB					
Engine	ED3					
Transmission	DHD					

Dealer	54194	TATE DODGE INC
Dealer Address	7139 RITCHIE HIGHWAY	
Dealer City	GLEN BURNIE	Dealer State MD Dealer Zip 21061

Owner		Contact Type	LETTER
Address	8	Home Phone	
	AMERY WI	Country	UNITED STATES

Product - Engine - Unknown - Other - Default	Customer claims vehicle 'lost power'
Dealer - By-Pass - Default - Default - Default	Please refer to CAIR#22563766 for history of issue

POSTMARK DATE: 092412; DATE RECEIVED: 092612

Writer notes that the previous CAIR ?#22563766U shows a CM already assigned to handle the customer s concerns with their Jeep. Writer also notes that the documents sent in to us pertain to the previous case, and therefore, writer will be reassigning the case back to the original CM ?KO137U for follow up with the customer for their concerns.

Writer contacted customer (Officer) Mr. [REDACTED]. Customer stated they have not yet been to a dealer in the city they just moved to, writer provided dealer name and contact information based on customer s zip code. Customer states they are concerned about being able to duplicate the concern. Both times vehicle has stalled they had started driving on a long trip with a full tank of gas and drove without stopping until gas tank was about 1/4 full, then vehicle would stall. They have been unable to duplicate under any other conditions. Writer advised I would speak to dealer and see what can be done. Customer has requested reimbursement for rental vehicle and hotel from previous case 22563766. Writer advised I will reimburse rental up to \$35.00 per day but not for fuel or hotel.

Status update provided via email to the following email address:

[REDACTED]
My name is Kolyynn 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 telephone number is: 800-763-8422. My direct extension is: 66348.

My work hours are 10:30am - 7:00pm Eastern Time, Monday-Friday.
End of Status Update

Writer contacted dealer 54194 [REDACTED] SM Roger states they should bring it in when the vehicle is close to a 1/4 tank of gas and they will try to figure out what is going on.

Writer contacted customer (Officer) Mr. [REDACTED] Advised Mrs. McKean of lines 30-32. Writer advised if a loaner vehicle is not available CAC will cover rental and will inform dealer of this. Customer stated it will be about a week before they can use that much gas (has full-tank now) and get to dealer.

Writer contacted dealer 54194, [REDACTED]. Advised SM Roger that if they cannot provide a loaner vehicle CAC will provide rental coverage for up to \$35.00/day starting with 3 days.

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

[REDACTED] Per lines 33-37

Roger Service Manager at dealership calls to speak with their Case Manager. Dealer is still waiting for 1 part. The customer was told if the vehicle is not at the dealer by 10/08/12 then the case is going to be closed. The dealer is work with star and there is also a field engineer working on this vehicle. The dealer is keeping in contact with the customer and with the field service engineer regarding repair and back ordered parts. Writer advised that a message would be forwarded to the CM.

Writer contacted dealer 54194, 410-766-2560. SM Roger left message asking about status of vehicle and requesting a return call.

Writer attempted to contact SM Roger no answer unable to leave message.

Writer contacted dealer 54194, 410-766-2560. SM Roger states all the parts are in, the vehicle will be dropped off tomorrow morning and repairs should take two days. Writer will check with dealer 10/18.

Writer contacted customer (Officer) Mr. [REDACTED]. Left message stating I was just checking in and will follow-up after repair is complete later this week.

Ms MCKEAN called to speak to her CM KO137, writer transfered caller to KO137 voicemail.

Writer contacted customer Mrs. [REDACTED]. Customer was upset that she had to leave a \$100.00 deposit at Enterprise. Writer advised that Enterprise is an independent company and Jeep/Chrysler cannot change or dictate their business practices. Customer stated that vehicle is under warranty and she shouldn't have to pay a penny for a rental vehicle. Writer advised even though vehicle is under warranty, rental coverage is something you elect to have paid for by purchasing a service contract. Writer reminded customer that because of the inconvenience they have had, I have already authorized coverage for a rental vehicle but cannot change the deposit Enterprise requires.

Writer contacted dealer 54194, 410-766-2560. SM Roger states repair is complete and customer has picked up vehicle.

Customer seeking rental assistance because vehicle is being repaired under warranty.

Contacted Service Manager, Roger at 54194 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized three days of rental, if needed, per guidelines in Warranty Bulletin D-11-53.

10/18 CM sent RA for up to 3 days of rental vehicle coverage.

Writer contacted customer Mrs. [REDACTED]. Writer spoke to customer [REDACTED] who states repairs are complete and satisfactory.

Customer states she is still irate about having to pay a deposit for rental vehicle, writer advised I have insured the rental charges would be paid for by Jeep but the deposit is something she will pursue with Enterprise. Customer advised if repair is satisfactory we would close case, customer stated that is fine and disconnected call.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

22670431

VIN	1J4NT1GB7	BD	Open Date	10/01/2012	Built Date	03/14/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	07/04/2011	Mileage	20,806	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	41650	NATIONAL DODGE INC				
Dealer Address	2223 N MARINE BLVD					
Dealer City	JACKSONVILLE	Dealer State	NC	Dealer Zip	28546	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	MIDWAY PARK NC	Country	UNITED STATES			

Product - Drivability - Unknown - Stalling - Default	Customer called with stalling issues
--	--------------------------------------

Briefly summarize why the customer is contacting Chrysler:Customer called very upset and scared that she is having to deal with a stalling out in traffic issue. Customer states the vehicle just shuts off while driving on the highway. Customer states the dealership has replaced the sensors and now the intake manifold and cannot promise that this will correct the stalling out issue. Customer states at this point she feels unsafe driving in this vehicle with her son and would like this issue resolved asap.

Briefly summarize what the customer is expecting:Customer is expecting this issue 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: n/a

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?41650

Reassigned to 96F

***** CASE MANAGER TEAM - District ?96*****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] CM contacted customer and inquired if she currently has the vehicle. Customer stated yes she currently has it and it cut off as soon as she pulled out of the Dir. Customer stated the Dlr informed her they have an available time on Monday to have her vehicle back at the Dir. CM advised customer to take the vehicle to the Dlr and CM will authorize rental. CM to follow up with SM.

CM contacted SM Marshall and informed him CM will have the customer bringing the vehicle in today. CM stated an authorization will be sent when the customer is contacted. CM to follow up with customer.

CM contacted customer in regard to rental and informed her CM has authorized the rental for 5 days. CM stated the SM Marshall has been made aware of the authorization. CM to send D2D and DM Notes.

REASSIGNED TO BC/DLR 66 41650 10/04/12 10:09 O 22670431

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.

#####

CM contacted Dlr and spoke with SW Mike. CM was informed the vehicle concern is not duplicating for them.

Shirley called in because the dealer thought they had her vehicle fixed and she drove down the road and had the same problem but she was almost hit by a semi truck because the vehicle died while driving down the road and the dealer told her they can not mimic the problem and gave her the vehicle back and said we can not help you so she wanted to speak with her CM RW612. Agent attempted to reach the CM and received a voice mail so Shirley left a voice mail and wants a call back today

CM received call from customer stating the Dlr called them and informed them that they are unable to duplicate the concern for the vehicle.

Customer is upset that the Dlr was unable to duplicate the concern. CM noting a star case has been opened. CM to follow up with Dlr.

CM contacted Dlr and spoke with acting SM Cleve. Cleve stated they have driven the vehicle everyday since the customer brought it in. CM was informed they have opened a STAR case and were still unable to duplicate the customers concern. CM to follow up with customer.

*Contact Date:10/12/2012

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 10/12/2012 AT 01:11:673 R 22670431

CM contacted customer in regard to case and left voice mail.

CM contacted customer and verified the Dlr was unable to duplicate customers concern. CM verified the vehicle has not demonstrated the concern since the customer has had it back from the Dlr. Customer stated Dlr informed them if the vehicle cuts off again to contact Dlr and they will address the concern at that time. Customer inquired if the concern happens again after they are out of the warranty, would the repair needed be covered. CM informed customer there needs to be proof of consistency and also the information is documented in the case for any agent to view in regard to a decision for assistance. Customer thanked CM. CM closing case.

Customer Assistance Inquiry Record (CAIR)#

22678499

VIN	1J4NT1GB6	BD		Open Date	10/03/2012	Built Date	05/18/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR			
In Service Dt	07/29/2011	Mileage	7,200	Dealer Zone	63	DALLAS	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						

Dealer	44881	SOUTH POINT DODGE					
Dealer Address	5210 SOUTH I.H. 35						
Dealer City	AUSTIN	Dealer State	TX	Dealer Zip	78745		

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

Product - Drivability - Unknown - Stalling - Default	Customer seeking lemon law
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has had an issue with the vehicle stalling suddenly since purchase. Customer states that the vehicle stalls intermittently with no warning and this is a safety concern. Customer states that the vehicle has been to the dealer five times for this issue and the problem has never been resolved. Customer states the customer service at the dealer is terrible. Customer states that they keep making excuses for the issue that are not reasonable.

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]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: declined

Who has possession of the vehicle? (Owner)

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

Reassigned to 96L

Reviewed warranty history and VIP, vehicle does not qualify for Lemon Law. Reassign to 96F. Notified customer.

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

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

[REDACTED] Customer stated that customer would like a call back, as customer is busy so a call within 20-30 mins would be good.

Customer stated,

That customer will not work with SOUTH POINT DODGE CHRYSLER JEEP 44881 anymore as they have treated customer very badly. Customer just wants to get rid of the vehicle and get into another vehicle customer no longer feels safe in this vehicle. Writer informed customer that writer will try and see what can be done for customer as far as getting customer traded out of this vehicle. Writer put in customer s postal code and found COVERT CHRYSLER DODGE JEEP RAM 45558 and will contact them to try and work out concerns.

Agent spoke with customer. Customer states his vehicle will shut off when he is coming up on a stop sign or coming onto the free way like it is out of gas. Customer states the dealership he is not satisfied with South Point Dodge. Customer claims they are very rude. Customer claims the dealership has had his vehicle for over a week and did not repair the vehicle. Customer claims then they had his vehicle for 8 days and he paid for a rental vehicle. Customer states he picked up the vehicle and the vehicle died. Customer claims he will not deal with South Point Dodge again. Customer feels the vehicle is a lemon. Agent advised customer is

vehicle will be sent over to our qualifying team.

Customer has only had vehicle for five days and it is still doing the same thing. Agent advised customer if case comes back we will make arrangements for rental while vehicle is being diagnosed. Customer also wants to know what kind of trade in value he can get. per lines 19, 20.

As per line 42 customer requests this is a lemon and wants case to be reviewed

Agent sending case back to 96L

Customer calls to speak with their Case Manager. Writer advised that CM is not available at this time. Writer advised that CM would contact the customer back in the next 10-15 minutes. Customer agreed to call back. 2nd attempt made to contact customer. Left message.

[REDACTED] requesting to speak with Case Manager. Transferred to CL550

Agent spoke with customer. Customer states he is going to call agent right back

Agent spoke with customer. Customer is checking on status. Agent advised customer his case is still in the qualifying team. Agent advised customer he should receive a call by end of business today. Agent advised customer if case comes back we will start looking at other options.

As reviewed earlier vehicle does not qualify for lemon law. Reassign to 88D.

[REDACTED] requesting to speak with Case Manager CL550. Writer transferred the caller to CL550.

Agent spoke with customer. Agent advised customer the case did come back to agent. Customer is wanting to know what the trade in value would be for his vehicle. Agent advised customer she will look into that information and see what incentives we are offering at this time.

Customer states he does not want to work with the dealership as he feels they are offering a really low value. Agent advised customer she will contact him tomorrow with more information.

EMAILED SERVICE MANAGER

EMAILED GENERAL MANAGER

Caller MR [REDACTED] requesting to speak with Case Manager, out of office today. Customer requesting a different case manager. Customer is frustrated that he has not been contacted about his lemon law request and has difficulty reaching his case manager.

Customer declined secondary number, only contact: [REDACTED] ork.

Transferred to JM2157 ext 66014.

Customer stated,

That customer was on a road in town and went to turn at a light and vehicle completely died. Customer was on the wrong side of the road and luckily the vehicle restarted right away. Writer informed customer that writer will need to re-assign the case to 96L as customer would like to speak with someone from Lemon law. Writer informed if for any reason the case is sent back writer will return customer's call.

Qualifier called dealer 44881. Qualifier advised calling in regards to mutual customer. SM advised vehicle is not in dealer now, advised on 11/3, flash was done for vehicle dying. Qualifier thanked SM. Qualifier to call customer.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not:

Number of related repair attempts =4 for vehicle dying

Number of days out of service =

***** 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.

CONTACT UPDATE - 1st Contact attempt, Reviewed warranty history and VIP, vehicle has potential to qualify for Lemon Law. Left customer a message.

Customer called in seeking to speak with CM PJ214. Agent attempted to contact CM but there is no EXT in the notes or in any AC Docs. Agent informed customer that an attempt from CM was made 10/22/2012 12:36:26 PM. Customer stated that on the message he got there was no direct number or EXT to call back. Customer is requesting a call at 512-363-6517 as

**CM can you please leave a direct contact number and EXT in the notes the next time you document on the case file, and also customer is requesting to get these as well. **

██████████ called in wishing to speak to his case manager, writer transferred customer to extension 4720341 for further assistance.

██████████ called to speak to CM JM2157. Writer warm transferred customer to CM CG973 for further handling.

Writer took the call and advised customer that he is still well in warranty and that he can go to a different dealership to get a second opinion and with him being with in warranty and low miles we can assist him with rental. Customer is also up set with how the CM s have been treating him he didn t like the fact that they weren t telling him any information on his case or on his vehicle they didn t tell him the truth they were giving the customer the wrong information writer gave the customer my EXT so that if he has any problems or questions to give writer a call. Customer also advised writer that he may be seeking a lawyer due to the fact of his jeep having so many problems. Customer has not brought the vehicle back in. Dealer has never been able to duplicate.

ASM followed up with SM. States that he has attempted several times to contact customer. No response. Reopen if customer responds.

Customer Assistance Inquiry Record (CAIR)#**22679586**

VIN	1J4NT1GB5	BD	Open Date	10/04/2012	Built Date	07/01/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	08/22/2011	Mileage	15,000	Dealer Zone	70	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	26001	JIM CLICK CHRYSLER JEEP				
Dealer Address	701 W AUTO MALL DR					
Dealer City	TUCSON	Dealer State	AZ	Dealer Zip	85705	

Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	TUCSON AZ null	Country	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-10-04
 Road Side File Created 10-04-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 11903 W FARMALL DRIVE 701 W AUTO MALL DR

MARANA TUCSON
 AZ USA AZ
 STALLS WHILE DRIVING,FACING INTO GARAGE, 1 PASSENG
 DEALER CODE : 26001 JIM CLICK CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

22686116

VIN	1J4NF1GB7	BD		Open Date	10/05/2012	Built Date	10/26/2010
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/03/2011	Mileage	15,302	Dealer Zone	71	LOS ANGELES	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP
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Dealer Address	4460 N MCHENRY		
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Dealer City	MODESTO	Dealer State	CA	Dealer Zip	95356
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Owner		Contact Type	TELEPHONE
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Address		Home Phone	
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SAN LEANDRO CA		Country	UNITED STATES
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Product - Drivability - Unknown - Stalling - Default	Reoccurring stalling concern
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that her vehicle has stalled again and is experiencing the same concern that was occurring in CAIR 22399275.
 Briefly summarize what the customer is expecting:
 Customer is seeking a rental vehicle before she has her vehicle rediagnosed.
 ****End structured narrative T2 - Beginning Narrative
 Who has possession of the vehicle? Owner
 Has an authorized dealer diagnosed the vehicle? No
 If a CDJR dealer has diagnosed, what is the dealer name and code?
 California Superstores San Leandro Chrysler Dodge Jeep
 Customer advised a call back 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]
 Reassigned to:86R
 Customer advised callback by EOB today, 10.5.12.
 Agent contacted customer at 209.624.9760. Customer calls in stating that her brand new vehicle that she drives to commute to work every day keeps over heating and shutting off leaving her stranded on the side of the road and with out a vehicle. Customer stated that she has to drive 75 miles to work and 75 miles back from work. Customer stated that her rear wind shield wiper does not work and some times her horn does not work either. Customer stated that she currently does not have an appointment at the dealership because right now her vehicle is working fine but it is when she will be driving to work that her vehicle will over heat and stall. Customer stated that she has already lost two jobs because her vehicle is unreliable and she would either like the vehicle fixed which would be great or Chrysler to buy back her vehicle. Customer stated that she would prefer her vehicle to be repaired since she has spent so much money on it. Customer stated that she works Monday to Friday through the week and would require the rental vehicle for 7 days. Customer stated that the dealership would need to drive her vehicle 75 to 100 miles in order to get it to a heating point. Customer stated that she has been to dealership who do not want to drive the vehicle that far so there fore they are unable to duplicate the concern. Customer stated that if she breaks down Monday she will be having her attorney contacting Chrysler and having her vehicle bought back. Agent advised she will need to contact the dealership and call customer back.
 Agent contacted dealership California Superstores San Leandro Chrysler Dodge at 510-877-4300. Agent spoke to SM Stewart and informed him of the situation. SM Stewart stated that he is too booked for Saturday in order

to drive the vehicle 75 to 100 miles. SM Stewart stated that he would also like to speak with his AM in regards to this vehicle issue because he does not know what to do with it. SM Stewart stated that he does not have the time to drive it that far and it will be a hard thing to duplicate because of the mileage they have to drive in order to duplicate the issue. Agent advised she will speak with the customer about bringing the vehicle in Monday.

Agent contacted dealership California Superstores San Leandro Chrysler Dodge at 510-877-4300. Agent was unable to speak with SM Stewart as he was busy with a customer. Agent advised Caroline in service that agent would like to authorize one day of rental for the customer on Monday in case she decides to drop the vehicle off. Agent left her number and extension for SM Stewart to contact agent back.

Secondary Phone # Declined by Caller

MS [REDACTED] requesting to speak with Case Manager. Transferred to SL571, 877-759-5427, 4718413

Customer called in inquiring about her case file and if she has an appointment booked for Saturday. Agent advised customer that the dealership is booked for Saturday and is unable to provide her assistance during that time and would like her to drop the vehicle off during the week so they have more time to test drive the vehicle. Customer stated that if she breaks down on Monday she will be calling road side assistance and she will be suing Chrysler with her attorney because she has had it with the vehicle. Agent advised customer to drop the vehicle off Monday and pick up the rental customer declined stating that she has to leave at 4:00 AM in the morning and there will be no rental to be found. Customer stated that she would like to apply for Lemon Law agent advised that is done here it will only be sent to the qualifying team and she will need to read her blue and white booklet. Customer stated not to send her file off she will handle it herself. Customer stated that she would like an appointment booked for next Saturday at Stoneridge Chrysler Jeep Dodge of Dublin. Agent has not booked an appointment for customer as the dealership was now closed.

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? Would like an appointment booked at Stoneridge Chrysler Jeep Dodge of Dublin for 10/13/12.

Reassigned to 88F

Status update provided via email to the following email address:

lostbyondreach@yahoo.com

I am assigned as your case manager and would like to help you. This is your case number and it is listed as follows. 22686116 The Chrysler Case management Telephone number is [REDACTED]. My direct extension is 66286.

My work hours are 800 AM to 400 PM Mountain Time Monday thru Friday.

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

End of Status Update

***** CASE MANAGER TEAM - District ? O Û *****

536 within warranty

No service contract

Purchased new

Only vehicle currently or by history.

CONTACT UPDATE - 1st Contact attempt, Dealer service department. phone number dialed, 925-829-8955 scheduled the vehicle for diagnosis Sat 10/13/12.

Status update provided via email to the following email address:

[REDACTED]

Kimberly, I have scheduled an appointment with the Stoneridge Dealership for Saturday 10/13/12 at 9:30 AM.

End of Status Update

DEALER CONTACT 925-829-8955 SA Roger who said the vehicle had no tbeen in for diagnosis.

CUSTOMER CONTACT [REDACTED] Spoke with the customer who said her

.....

vehicle shuts down. Vehicle will not restart until the vehicle cools down. Customer has had the vehicle in for diagnosis 5 times without it being diagnosed. Customer claims the vehicle needs to be driven approx 100 miles to duplicate the problem. Customer was very frustrated and angry. Advised the customer I would be willing to call the dealership ahead of time and give them information as to the problems. Customer reluctantly accepted taking her vehicle in for diagnosis. Customer said she would need to take the vehicle to Modesto CA. Gave customer the Modesto dealer. Customer agreed to take the vehicle in.

DEALER CONTACT 209-526-3300 SM Graig was not available. Spoke with SA Julian who said the vehicle had not been scheduled or in for diagnosis.

CUSTOMER CONTACT [REDACTED] Left a voice message for the customer where I told her we were still waiting for the vehicle diagnosis. Advised customer if she had not scheduled in a week I would close her case.

CUSTOMER CONTACT Received a call from customer who said she had scheduled the vehicle for diagnosis on 10/30/12.

DEALER CONTACT 209-526-3300 SM Graig was not available. Spoke with warranty administrator Karen who said the customer had scheduled the vehicle for diagnosis on 10/31/12. She said they had a prior vehicle where the repair required an auxiliary transmission cooler. Advised WA I would follow up with a call to the dealership on 11/2/12.

DEALER CONTACT 209-526-3300 SA said assigned Ken was assigned the case. Was transferred to SA Nick who said the vehicle was currently being diagnosed. SA Nick said he would have assigned SA Ken call me back.

DEALER CONTACT Received a call from assigned SA Ken who said they had been able to address the customer's concerns with the windshield wipers and the horn. To this point they have not been able to address the issue of the vehicle shutting down. Advised SA the customer had said the vehicle would shut down when it overheats. SA said the customer had not mentioned overheating. SA said he would pursue more specifics from the customer as to the failure and would go from there as to diagnosis.

DEALER CONTACT Received a call from SA Ken who said the customer has been in a rental since 10/31/12. SA is requesting an additional 5 days from 11/5/12 to 11/9/12. Vehicle should be repaired by 11/9/12. SA said the SM Greg had asked him to request the rental assistance. STAR has suggested the primary and secondary fuel pumps be replaced. Necessary parts have been ordered.

Customer seeking rental assistance because within warranty repair to fuel pumps.

Contacted Service Manager, Rich at 64302 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.

DEALER CONTACT 209-526-3300 SA Ken said they were replacing the primary and secondary fuel pumps. Parts should be in sometime today and repair should be completed tomorrow. SA said he would call me tomorrow as to an update on repair.

DEALER CONTACT 209-526-3300 SA Ken, unable to leave message.

DEALER CONTACT 209-526-3300 SA Ken said the customer had picked the vehicle up on 11/09/12. SA said they had replaced the primary and secondary fuel pumps per tech recommendations. Customer was going to drive the vehicle for several days to see if the problem recurred.

Customer was going to call the dealer if she encountered problems.

CUSTOMER CONTACT [REDACTED] left message advising the customer I would close her case in two days if I have not received a return call.

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

DEALER CONTACT Received a call from SA Ken who said they were having a problem submitting the claim for rental assistance. Reviewed claim authorization and verified that 8 days of rental had been authorized.

DEALER CONTACT 209-526-3300 SA Ken requesting one more day of rental as customer needed 9 days.

Customer seeking rental assistance because under warranty repair.

Contacted Service Manager, Rich at 64302 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.

Customer seeking rental assistance because repairs covered under warranty.

Contacted Service Manager, Rich at 64302 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized

Dealer contact Warranty Admin Karen 209-526-3300. Warranty Admin said she was not able to put the rental claim through as the notes did not reflect the accurate number of days which is 9. Advised Warranty Admin I had put in notes authorization for 3 days which should cover the total authorized amount.

Customer Assistance Inquiry Record (CAIR)#

22712368

VIN	1C4NJRBBX	CD [REDACTED]	Open Date	10/15/2012	Built Date	12/20/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	04/25/2012	Mileage	9,700	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	44126	DAN HEMM CHRY-DODGE-JEEP				
Dealer Address	2594 WEST MICHIGAN STREET					
Dealer City	SIDNEY	Dealer State	OH	Dealer Zip	45365	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	JACKSON CENTER OH [REDACTED]	Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer seeking lemon law
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer seeking lemon law
Product - Fuel System - Unknown - Other - Default	Customer seeking lemon law
Product - Transmission / Transaxle - Unknown - Other - Default	Customer seeking lemon law

Briefly summarize why the customer is contacting Chrysler: Customer states he has been having nothing but concerns with his vehicle. Customer states currently right now he is having problems with his radio not turning off and the screen turning green on him (happened twice). Customer states as well he is having issues with his vehicle going into 4wd with out him doing anything and 4 times his vehicle has shut down on him with out warning and advising him that he is out of fuel when he has a quarter of a tank of fuel left in the vehicle. Customer states the vehicle right now is at his selling dealership and he just spoke to the general manager who advised him to call Chrysler.

Briefly summarize what the customer is expecting: Customer states he no longer wishes to remain in this vehicle he wants out as soon as possible. Customer advised a call back is required and will take place within one to two business day by COB their time.

Preferred Morning/Midday call back number is [REDACTED]-home
 Preferred Afternoon/Evening call back number is [REDACTED]-home

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 44126-General Manager (Scott)

Is this a request for Lemon Law, buy-back, or replacement? Buy Back
 Reassigned to 96L

Resources used Answer ID 18954
 ***** QUALIFIER TEAM *****

CAIR is under review by PJ214
 CONTACT UPDATE - 1st Contact attempt, Writer called [REDACTED]. Writer left message. Writer advised calling in regards to vehicle concern, Writer provided CAIR number, contact information, hours of operation, Writer thanked customer. Writer to wait for customer call.
 Customer called to speak with CM. Agent transferred customer, however agent received no answer. Agent advised customer of this and customer asked to leave a voicemail. Agent transferred customer and documented that the customer is looking for a call back. Transferred to 1 855 525 5085 extension 4720341.
 Customer called in to see if there was an update on his file. Agent informed the customer that he was the last one to call in today. Agent offered to leave an electronic message for the CM. The customer declined and will call back in tomorrow.
 Reviewed warranty history and VIP, vehicle does not appear to qualify for

Lemon Law. Reassign to 88D. Customer notified.

***** CASE MANAGER TEAM - District X*****

Spoke with Ruth SM for dealer 44126 who stated that vehicle completed and returned to customer.

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

Customer stated that vehicle was repaired. advised customer that we would be closing the case at this time.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#**22720275**

VIN	1J4NF1GB6	BD	Open Date	10/17/2012	Built Date	08/01/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	10/28/2011	Mileage	18,634	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LANCASTER CA				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Exhaust - Unknown - Fumes or Odors - Default	
Product - Steering - Unknown - Noisy - Default	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 10/17/2012

Survey Number : BD27609204

Quality Survey ID Number: 217703065

Survey Date : 10/15/2012

VIN Number : 1J4NF1GB6BD

Mapping Class : Dealer

Event Type : 1st Warranty Visit

CPS Score : 8

Survey comments: ' I took the car in to have them test the power steering because its been making noises on and off, and they claim they were trying to get it to make the noises, and it didn't. When I got the car back they didn't even put any mileage on the car. They didn't test drive it or anything. They didn't do any kind of test whatsoever to see what the respond of the power steering or not.'

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

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

. Left message.

Writer spoke with the customer. Customer stated that he had the vehicle at the dealership about 2 weeks ago. Customer stated that he has noticed a hesitation with the vehicle like it is about to die. Customer stated that the vehicle did stall on him a few times. Customer stated that when the vehicle was at the dealership he also mentioned that the steering has a noise as well, however, the dealership did not test drive the vehicle to try and duplicate the concern. Customer stated that he knows they did not test drive because the mileage was the same as when he dropped it off. Customer stated that he has also noticed that some times when he gets into the vehicle and starts it up there is a strong gas smell that comes through the vents on the vehicle. Customer stated that he did bring this up to the dealership as well. Writer advised that the concerns would be documented. Writer provided CAC number to the customer to call back if there is any further concern or questions after the vehicle is diagnosed by the dealership.

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

Customer Assistance Inquiry Record (CAIR)#
22720902

VIN	1C4NJRCB6	CD513139	Open Date	10/18/2012	Built Date	10/11/2011
Model Year	2012	Body	MKJH74	JEEP PATRIOT LIMITED 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	12/01/2011	Mileage	6,500	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	64067	WILLIAMSBURG CHRYSLER JEEP				
Dealer Address	3012 RICHMOND ROAD					
Dealer City	WILLIAMSBURG	Dealer State	VA	Dealer Zip	23185	

Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	WILLIAMSBURG VA	[REDACTED]		Country	UNITED STATES	

Product - Engine - Unknown - Other - Default	engine stalling out.
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Briefly summarize why the customer is contacting Chrysler. Customer was driving this vehicle and it just automatically shut down. Customer is scared to drive this for safety reasons. Customer will not pick this vehicle up till this is resolved. What is the customer is expecting. Customer is expecting the vehicle to be repaired so that there is no issue with it stopping in the middle of the highway.

Who has possession of the vehicle? Dealership
 Has an authorized dealer diagnosed the vehicle?
 If a CDJR dealer has diagnosed, what is the dealer name and code? Dealer Name : WILLIAMSBURG CHRYSLER JEEP DODGE Dealer Phone : 757-229-1050 Dealer Code: 64067.

Agent gave customer case no. 22720902
 Customer advised a call back 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]
 Reassigned to: 96F.

***** CASE MANAGER TEAM - District ? 96 Û *****

CM contacted SM Doug who advised case is closed and that he previously spoke with agent DH759 this morning and advised that there is absolutely nothing wrong with vehicle and he believes that customer is having buyers remorse. SM advised customer he can come and pick up vehicle from dealership. Customer then states to dealer that something is wrong with the door. SM Doug advised the customer that vehicle has been completely diagnosed and there are no issue and that if vehicle is not picked up, they will deliver vehicle to customer. SM also advised customer if he has issue with owning the vehicle he can speak with sales manager. SM Doug stated customer does not need any follow up due to previous contact by SM and service tech calling and advising customer issue is closed. CM closing the case SM has confirmed with the customer. SM advised that the case should be closed no additional contact necessary.

Customer Assistance Inquiry Record (CAIR)#**22722781**

VIN	1C4NJPBA3	CD [REDACTED]	Open Date	10/19/2012	Built Date	11/19/2011
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	05/26/2012	Mileage	18,512	Dealer Zone	66	ORLANDO
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DD7	5-SPEED MANUAL T355 TRANSMISSION				
Dealer	42681	SHARP MOTOR COMPANY INC				
Dealer Address	216 N SECOND STREET					
Dealer City	PULASKI	Dealer State	TN	Dealer Zip	38478	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	FAYETTEVILLE TN	[REDACTED]	Country	UNITED STATES		

Corporate - CNA Change - Default - Default - Default	COIN Update=added middle initial and salutation
Product - Transmission / Transaxle - Unknown - Other - Default	Customer states vehicle going into safe mode

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

I need to know how likely this car is to put itself into 'safe mode' again.
(and I am assuming it will be in the middle of nowhere).

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

I have had ZERO problems with this car since I purchased it new. This morning, when I exited the doctor's office the car would NOT exceed 1900 rpms. I could shift it normally (it is a manual) to get it near 35mph in 4th. But, 1900 rpms was max (except for going down a good hill. NO warning light, no overheating, coolant and oil okay. I made three stops on the way home (I planned to call a tow truck from there - it is 30 miles to a Jeep dealer). After starting it the third time (after the initial safe mode), it behaved and drove normally. I understand the Jeep techs won't be able to find anything unless they get it when it is in 'safe mode'. I drive this car all over the country. Any guesses when I can expect it to happen again? Two days? Week? Never? [REDACTED]

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.
Due to the nature of your concern, I would like to discuss this matter with you in more detail.

My name is Kim and I will be your Case Manager. I look forward to assisting you.

I will contact you in one business day by telephone to review your case with you. I will attempt to contact you at the phone number provided in your email at 931.625.0139.

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

If you need immediate assistance, please call the Jeep Customer Care Center at 1-877-IAM-JEEP (426-5337). 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.

Thanks again for your email.

Sincerely,

Kim

Customer Service Representative
Jeep Customer Assistance Center

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

k

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

No answer needed, Agent will be contacting the customer.

*****END OF CAC EMAIL RATIONALE*****

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]
CM attempted to contact the customer. While trying to talk to the customer the call was breaking up. Customer stated he was not near a cell tower. CM will attempt to contact the customer again.

I urgently need your phone call. The car is presenting other anomalies.

If you called Monday (as promised), I had no cell signal and your call i.d. was blocked preventing me from calling back.

HELP

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

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center. I did try to contact you on Monday Oct.22, but our call was lost. Our systems are updating and I m not able to contact you at this time. Once the update has completed I will attempt to contact you. I do apologize for the inconvenience.

Thanks again for your email.

Sincerely,

Kim

Customer Service Representative

Jeep Customer Assistance Center

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed 931.625.0139.

CM contacted the customer and left a voicemail requesting a call back.

CM s message indicated case number, CM s office hours, contact number 1-877-759-5427 and extension 4718037.

Customer called back stating he s on his way to dealer. ABS ESC and brake light came on. On the restart all went away but no cruise control.

Customer states went to safe mode restart safe mode all ok and cruise control was ok. Customer states on restart again the ABS ESC and brake light came on again and no cruise control. Customer states he is taking his Jeep to the dealer and the will be looking at it 10/25. CM will follow up.

DEALER CONTACT UPDATE: CM contacted Randall at the dealer ship who informed me that they cannot get it to duplicate. Randall stated that they are going to continue to work on the issue with the Jeep. Randall stated that it is an intermittent problem and the jeep did not pull any codes but will keep the jeep as long as the customer will let him. Randall is going to call the customer to let him know what is going on. CM will follow up with Randall at the dealer and the customer early next week.

Follow up with dealer

I do not have the notebook with me in which I wrote your Phone # and 7 digit extension. Please send it via reply.

I will be taking my Jeep to another dealer or two later this week if there is one near my location when the car acts up. The last dealer found fault codes but had no clue how they got there. I will have phone/photo evidence of lights and odometer, as well. I should have the fourth dealer visit next week, after which I will be able to file a claim under Tennessee s lemon law. Surely someone at Chrysler has heard of these issues before and it won t come to that.

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

No answer needed, Agent will be contacting the customer.

*****END OF CAC EMAIL RATIONALE*****

CONTACT UPDATE: . Customer states he is taking his vehicle to 3 other dealerships and when he has done that he will be claiming lemon law. CM informed the customer that if he chose one dealer, I would be able to work with that dealer, have a STAR file opened and work on a resolution for the issue of his warning lights and his vehicle going into safe mode with his vehicle. Customer then stated that he travels all over the country for work and cannot get a rental. Customer states he will take it to the dealers and call to let CM know which dealers and will be claiming lemon law.

*****VM*****

Customer left a VM stating that he has his Jeep at the dealer for an oil

Customer s VM stated the vehicle is at dealer code 26808 FRANKLIN
CHRYSLER DODGE JEEP RAM

Contact number for dealer 615.794.5000

CONTACT UPDATE: CM contacted the customer who stated the tech at the
dealer ship said he had a bad cell in the battery and that was causing
the issue with his Jeep. Customer stated the dealership replaced his
battery. CM stated that I will follow up in 7 days; 11/09/2012 to make
sure the repair resolved his concern.

*****VM*****

Customer left a voicemail stating that his vehicle was not running again
and then it started. Customer stated he was going to take it to the
dealer but it started.

CM will follow up with the customer ,have him take it to the dealer and
possible STAR file.

CONTACT UPDATE: CM contacted the customer who stated that he will start
his vehicle, the RPM s go up and then down and it stalls. Customer states
he lets the vehicle sit for hour and it starts and runs fine. Customer
asked me to call him back Friday Nov. 9 around 4PM EST. CM will follow up
with the customer then.

CONTACT UPDATE: CM contacted the customer who stated that i can close his
case. Customer stated that if eh needs to start another file he will
contact us. CM provided the customer with the Jeep customer Assistance
number of 877.426.5337

Customer Assistance Inquiry Record (CAIR)#**22724234**

VIN	1C4NJRBB5	CD	Open Date	10/19/2012	Built Date	11/15/2011	
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/29/2012	Mileage	6,000	Dealer Zone	42	DETROIT	
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US		
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						
Dealer	64777	BOB & CHUCK EDDY CHRYSLER DODGE	JEEP				
Dealer Address	4850 MAHONING AVENUE						
Dealer City	AUSTINTOWN			Dealer State	OH	Dealer Zip	44515
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	GIRARDVILLE PA null					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-10-19
Road Side File Created 10-19-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
I-80 W 4850 MAHONING AVENUE
EXIT 223
YOUNGSTOWN AUSTINTOWN
OH USA OH
4 ADULTS//, STALLED OUT/, B4 EXIT 223 ALSO CLD ROUTE
DEALER CODE : 64777 BOB & CHUCK EDDY CHRYSLER DODGE

Customer Assistance Inquiry Record (CAIR)#**22725620**

VIN	1C4NJPBA4	CD [REDACTED]	Open Date	10/19/2012	Built Date	12/09/2011
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	02/25/2012	Mileage	1,000	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE
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Dealer Address	3156 HEMPSTEAD TPKE		
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Dealer City	LEVITTOWN	Dealer State	NY	Dealer Zip	11756
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	[REDACTED]
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BETHPAGE NY [REDACTED]	Country	UNITED STATES
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Corporate - Company Information Contact - Default - Default - Default	Customer had a vehicle complaint
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Summarize why the customer is contacting Chrysler: The customer states that her and her brother (who is the primary owner) had seen a report on a vehicle the same year and model as there had stalled out locked up and crashed. They were pulling out of the driveway and the same thing happened except there did not get in an accident . They called roadside services had the car unlocked and it started again

Summarize what the customer is expecting: The customer wanted a complaint on record in the event that this may happen again. In case the next time it happened and may cause an accident she was ensuring that this was recorded

Customer Assistance Inquiry Record (CAIR)#**22727571**

VIN	1J4NT1GA4	BD	Open Date	10/19/2012	Built Date	11/22/2010
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	01/31/2011	Mileage	26,000	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	23863	BLUEBONNET MOTORS INC				
Dealer Address	283 IH 35 SOUTH					
Dealer City	NEW BRAUNFELS	Dealer State	TX	Dealer Zip	78130	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NEW BRAUNFELS TX			Country	UNITED STATES	

Product - Engine - Unknown - Other - Default	Engine stalling at times
Corporate - Recall - Default - Default - Default	Seeking recall information
Corporate - CNA Change - Default - Default - Default	Updated customers information

Briefly summarize why the customer is contacting Chrysler:
Customer Mrs. Benson called in regarding her and her husband Damien s 2011 Jeep Patriot. Customer states they have been having issues with the vehicle stalling at times. Customer also stated that she has heard reports of issues with the steering column as well. Customer mentioned that her daughter mostly drives the vehicle, and she is away at school. Customer mentioned that he daughter is coming home for the weekend, so she wanted to see if any of these issues were affecting her vehicle.

Briefly summarize what the customer is expecting:
Customer wanted to know if there are any open recalls on the vehicle.

Agent advised:
Agent apologized to customer that they had issues with the vehicle stalling. Agent also informed customer that they have never had any recalls on their V.I.N number. Agent explained to customer that recalls are V.I.N specific and not model specific. Agent provided customer with the case number (22727571), since her daughter was coming home this weekend. Agent advised if her daughter is still having issues with the vehicle stalling to call back in and the issue can be looked into.

Customer Assistance Inquiry Record (CAIR)#**22728809**

VIN	1C4NJRFB8	CD [REDACTED]	Open Date	10/20/2012	Built Date	06/11/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	08/31/2012	Mileage	1,000	Dealer Zone	32	NEW YORK
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ED3					
Transmission	DHD					
Dealer	68392	PORT JEFF CHRY JEEP INC				
Dealer Address	5130 NESCONSET HWY					
Dealer City	PORT JEFFERSON STATION	Dealer State	NY	Dealer Zip	11776	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MOUNT SINAI NY	[REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	stalling out
Corporate - Trade Assistance/ Certificate - Default - Default - Default	wants to trade the vehicle in now

Briefly summarize why the customer is contacting Chrysler: Mrs. Campbell called in because now her daughter's vehicle is stalling out again, but this time on the express way. Now she wants to trade the vehicle in. Agent told her she would have to work with the dealership on the trade in. She can also go to another dealership and see if they will help with the trade in. Also ask to speak with the manager at the dealership.

Briefly summarize what the customer is expecting: Trade in the vehicle.

Customer Assistance Inquiry Record (CAIR)#**22729346**

VIN	1J4NT1GB6	BD	Open Date	10/21/2012	Built Date	03/26/2011
Model Year	2011	Body	MKTE74	JEEP PATRIOT FWD SPORT UTILITY 4-DOOR		
In Service Dt	03/28/2011	Mileage	40,000	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				

Dealer	43174	TUTTLE-CLICK'S TUSTIN CHRYSLER	JEEP DODGE
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Dealer Address	40 AUTO CENTER DRIVE		
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Dealer City	TUSTIN	Dealer State	CA	Dealer Zip	92782
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Owner		Contact Type	ROADSIDE
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Address	N/A	Home Phone	
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SANTA ANA CA null	Country	UNITED STATES
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Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2012-10-21
Road Side File Created 10-21-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1402 KILSON DRIVE 40 AUTO CENTER DRIVE
E ELDER AVENUE
SANTA ANA TUSTIN
CA USA CA
STALL
DEALER CODE : 43174 TUTTLE-CLICK S TUSTIN CHRYSLER

Customer Assistance Inquiry Record (CAIR)#**22732245**

VIN	1C4NJPBA8	CD [REDACTED]	Open Date	10/22/2012	Built Date	01/05/2012
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	08/02/2012	Mileage	12,000	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

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

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recall
Product - Drivability - Unknown - Stalling - Default	Car stalls when idling

Briefly summarize why the customer is contacting Chrysler: Customer called in to ask about recalls because her vehicle is sometimes stalls when at idle. Agent advised of no recalls and to have it checked out by a dealership.

Briefly summarize what the customer is expecting: CUsomer expecting recall information

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer Assistance Inquiry Record (CAIR)#

22733318

VIN	1C4NJRBB5	CD	Open Date	10/22/2012	Built Date	11/15/2011
Model Year	2012	Body	MKJE74	JEEP PATRIOT SPORT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/29/2012	Mileage	6,000	Dealer Zone	35	WASHINGTON
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					

Dealer	43892	RINALDI CHRYSLER DODGE	DODGE TRUCKS & JEEP INC			
Dealer Address	GOLD STAR HIGHWAY					
Dealer City	SHENANDOAH		Dealer State	PA	Dealer Zip	17976

Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GIRARDVILLE PA				Country	UNITED STATES

Dealer - Unknown - Unknown - Rude / Discourteous - Default	receptionist or some lady at dealership
Product - Engine - Unknown - Other - Default	stalled out

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle stalled out on the highway. Customer had no brakes or power for the steering. Customer states that the dealership advised the customers wife that they could not provide her with a rental. Customer called the selling dealership and the selling dealership contacted the other dealership and then they in turn advised there was a communication break. Customers wife was also upset at the time she was advised they only pick up two people not four. Customers wife asked what about the other two people, she was advised that is not the dealerships problem. Customers wife was speaking to a lady at the dealership. Customer advised this is the dealer information

Briefly summarize what the customer is expecting: Bob & Chuck Eddy Chrysler Dodge Jeep
 4850 mahoning avenue austintown , OH 44515330-792 Dealer code 64777.
 Customer states that they did go out and pick up all four people and got a rental also, all with the assistance of the selling dealership. Bob Rinaldi made sure the customers wife and family were looked after by the dealership.

Briefly summarize what the customer is expecting. Customer seeks to have this documented.
 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 570-429-1741 ext 243
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates:
 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? 43892
 Reassigned to

Customer Assistance Inquiry Record (CAIR)#

22734130

VIN	1C4NJPBA6	CD	Open Date	10/23/2012	Built Date	01/20/2012
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR		
In Service Dt	08/17/2012	Mileage	1,101	Dealer Zone	71	LOS ANGELES
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ECN	2.0L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	STUDIO CITY CA xx				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	vehicle stalled after check engine light came on
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-10-23
 Road Side File Created 10-23-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 [REDACTED]
 VALLEYHEART DRIVE
 STUDIO CITY VAN NUYS
 CA USA CA
 SP DAVID SD HAD TO WINCH CAR B4 ABLE TO TOW RQST W
 DEALER CODE : 45528 CALIFORNIA SUPERSTORES VAN NUYS
 ***** CASE MANAGER TEAM - District X *****
 DEALER CONTACT: Dealer: 45528, 818-787-0800
 Service Director (SM) is Dave Dristol.
 Spoke with Service Advisor (SA) Manny
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 10/22/2012
 What is the current mileage? 1101
 If known, what is the reason for the tow? check engine light and stalled.
 Have the repairs been completed? None unable to duplicate concern.
 If yes, when were they completed? 10/24/2012, customer has been informed to pick up.
 If no, what is the estimated repair date? N/A
 Are there any parts that need to be ordered? No
 If yes, what are the part & order # s? N/A
 Rental provided? No
 If yes, how many days? N/A
 Customer contact phone number verified by [REDACTED].
 [REDACTED]
 CONTACT UPDATE - 1st attempt to reach customer.
 Number [REDACTED] went to voice mail.
 Writer left message with number 877 426-5337 to contact Jeep Customer Care if needed and that another attempt will be made to speak with the customer
 Spoke with customer at [REDACTED].
 Customer information updated in system.
 Customer states that he has concerns regarding his vehicle.
 Customer states that the check engine light came on a few times before, and the dealer is telling him that they have not encountered any problems.
 Customer states that if this happens again, he does not want to drive the vehicle with the check engine light on.
 Customer was advised to keep in touch with his dealer for any questions he may have as to what the cause might be for his concern.
 Customer was informed that Jeep customer care is available to assist if needed to resolve any concerns.
 Customer was given the number for Jeep Customer Care 877 426-5337

Customer has no further questions, concerns, or comments.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**22741651**

VIN	1C4NJRFB8	CD [REDACTED]	Open Date	10/24/2012	Built Date	12/08/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	03/02/2012	Mileage	5,678	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PJR					
Engine	ED3					
Transmission	DHD					

Dealer	68748	PARKWAY CHRYSLER-JEEP, INC				
Dealer Address	21560 HALL RD					
Dealer City	CLINTON TOWNSHIP	Dealer State	MI	Dealer Zip	48038	

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

Product - Electrical - Unknown - Other - Default

The customer had a history of electrical issue the would cause the vehicle to die out and cause the vehicle to not be drivable. Vehicle was finally repaired with a PCM repair. Customer has incurred a \$300 tow bill when out of town in Taverse City. Customer requesting assistance with this expense. Chrysler as a goodwill gesture agreed to reimburse the customer for the tow bill due to their history with the concern. Chrysler to send a direct check for\$300.00 to the customer. _

Customer Assistance Inquiry Record (CAIR)#**22745902**

VIN	1C4NJRFB9	CD [REDACTED]	Open Date	10/25/2012	Built Date	12/23/2011
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	01/18/2012	Mileage	15,847	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PX8					
Engine	ED3					
Transmission	DHD					

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

Product - Engine - Unknown - Other - Default	stalled out
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Briefly summarize why the customer is contacting Chrysler: Customer states that he went to get gas and then the vehicle stalled out and would not start. Customer states this is the second time. Customer states that both times the gas was at 1/4 fuel left. Customer states that everything locks, steering and all that is left on is the radio. Customer states that when he tries to start it all the lights on the dash come on. Customer states that maybe if he puts more fuel in it will start.

Briefly summarize what the customer is expecting: Customer seeks to have this documented.

Customer will call back if a tow truck is required.

Agent advised the customer of the case number.

Customer Assistance Inquiry Record (CAIR)#**22749667**

VIN	1J4NF1GB3	BD	Open Date	10/26/2012	Built Date	07/29/2011
Model Year	2011	Body	MKJE74	JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	11/22/2011	Mileage	25,435	Dealer Zone	63	DALLAS
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DHD					
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WALTERS OK				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	Customer issue resolved/ No further assistance needed
Product - Electrical - Unknown - Other - Default	Headlights going on and off
Product - Drivability - Unknown - Other - Default	Stalling and not turning back on
Product - Electrical - Wipers / Washers - Other - Front	Windshield wipers would not work
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 10/26/2012

Survey Number : BD28259303

Quality Survey ID Number: 218268881

Survey Date : 10/16/2012

VIN Number : 1J4NF1GB3BD

Mapping Class : Dealer

Event Type : 1st Service customer pay

CPS Score : 0

'Survey Comments'

Customer stated the Jeep has been shutting off while driving. Customer stated even while the vehicle is off it would act like it wanted to start by itself. Customer stated the windshield wipers would go off, the headlights flashing and this would be while vehicle was off. Customer had it towed to the dealership.

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 580-875-2189- Customer stated repairs were done just recently for the vehicle shutting down and the lights going on and off. Customer stated this was the 3rd time for this repair. Customer stated it s been a week since repairs and vehicle seems to be working properly. Writer stated this will be kept on record and if customer needs further assistance writer asked to contact CAC back.

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

Customer Assistance Inquiry Record (CAIR)#**22749881**

VIN	1C4NJRCBX	CD	Open Date	10/27/2012	Built Date	11/22/2011
Model Year	2012	Body	MKJH74	JEEP PATRIOT LIMITED 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	11/28/2011	Mileage	11,503	Dealer Zone		
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color						
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DAV	CONTINUOUSLY VARIABLE TRANSAXLE II				
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	FISHERS IN null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-10-27

Road Side File Created 10-27-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

LONDON ROAD

FISHERS

IN USA

START/STALL PROBLEM

DEALER CODE : HINCKLEY AUTOMOTIVE, INC

Customer Assistance Inquiry Record (CAIR)#**22763694**

VIN	1C4NJRFB6	CD	Open Date	10/31/2012	Built Date	01/24/2012
Model Year	2012	Body	MKJM74	JEEP PATRIOT LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	02/16/2012	Mileage	4,000	Dealer Zone	42	DETROIT
Plant	D	BELVIDERE ASSEMBLY PLANT	Market	U	US	
Color	PBU					
Engine	ED3					
Transmission	DHD					

Dealer	23498	SUNSET MOTORS INCORP				
Dealer Address	2218 SUNSET BLVD.					
Dealer City	STEUBENVILLE	Dealer State	OH	Dealer Zip	43952	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WEIRTON WV				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer called stating the vehicle stalls
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling stating that he was driving his vehicle in traffic going to West Virginia and the vehicle stalled while he was going about 35 miles per hour. Customer stated that a Chesapeake truck almost ran him over and went on the side of the road. Customer stated he could not get the car started so he reported this to Sunset Motors dealership. Customer also stated that he had an oil leak that spilled all over his garage floor which cost him \$3,000 and stained the garage floor. Customer also stated that he took the vehicle in 3 times to get the oil to stop leaking and finally on the 3rd try they fixed that problem, however he is scared to drive the vehicle because it had stalled and all that Bill at the service department stated was that he had bad gas. The customer is stating t his is a safety issue and states he could have been killed. Customer stated that he has read that there is a safety issue out by NHTSA regarding the stalling of patriot vehicles and he told the dealership and they are not aware of this on their end. Customer also stated that the dealership advised the customer to contact us for help.

Briefly summarize what the customer is expecting: Customer is seeking resolution to have this vehicle checked to see why it was stalling.

Agent advised customer that it was too late to contact the dealership tonight, however I advised him to get a diagnosis at the dealership and if they do not help him to contact us back.

reassign to 861

CAIR has been reopened and 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.*****

11/2/2012 KA286

Called owner and left voice mail to call me about the vehicle.

>Called owner and left voice mail to call about vehicle.

Attempt initial call on 11/5.

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

11/5/2012 KA286

Called owner and left voice mail to call me about the vehicle.

Called owner and left voice mail to call me about vehicle.

>Initial call with owner and he is frustrated with vehicle having issues at all. Said he had a oil leak that ruined his garage floor and it took them several trips to repair. (only have 1 RO) . Said what concerns him

more is the stalling while driving down the road. Said this has not happened in a couple of months but he has read on line how the NSTA is investigating this. He then went on to complain about how his tire blew out this morning and he had to buy another one. Then asked me if I wanted that receipt, told him no. Tires are not warranty item and just a cost of operating a vehicle. Told him I did want to speak to Sunset and see what they have done, come up with a plan and will call him back tomorrow. Contact dealership on 11/6.

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

11/6/2012 KA286

Spoke with Bill SA at Sunset Motors and he said the only repair they have is for the oil leak. He said the owner came in and told them about the stalling so he checked it for codes and there were none. Owner then showed him the newspaper article referencing Jeep and a stalling concern. Bill explained to owner if they cannot duplicate the issue, they do not know what to repair. He said they did not write up an RO because did not keep vehicle or do any repairs. I told him that owner told me the stalling has not happened to him in a while so not really sure what bringing vehicle in will do. He said exactly, they have to duplicate the issue and if it has not happened to owner in a while, then it probably wont happen while they have it either.

Follow up with owner about his issue on 11/7.

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

11/7/2012 KA286

Spoke with owner and explained to him we really cannot bring vehicle in for his stalling issue unless it is duplicated. I then asked him when the last time it happened was and he said 'it was only once and was a couple of months ago'. Also asked him about his oil leak, if it was resolved and he said he did not know, has not been out today (works from home). Concerning the stalling I asked him what resolution he would like to see and he said 'I have no resolution'. Stated 'I do not know what you want me to say, I do not know what to do'. He then went on to say he hopes it does not happen again and kill him. Then said he really became scared after he read on line that Jeep had a problem with Patriots stalling. I apologized to him for the frustration but with it happening once a couple of months ago, there is not anything the dealership can do to repair. I did offer him an extended service contract to give him some peace of mind in the future and he accepted. Verified his address and corrected, told him I will add it and check on him again next week and he said okay.

Follow up with owner once CRO has been processed on 11/13.

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

11/8/12 Emailed rw100 for approval to apply the Chrysler Service Contract to the customer s vehicle. Follow up on service contract approval on 11/12/12. CM

Follow up with owner about CRO on 11/14.

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

11/13/2012 KA286

Received a voice mail from owner stating his vehicle is leaking oil again and he is demanding an explanation.

>Spoke with Dan SA at Sunset and he said owner has an appointment for tomorrow, 11/14.

Spoke with owner and he said there is oil all over his garage floor. Said he keeps newspapers down because he didn t trust that leak was resolved. Said he made an appointment for tomorrow and told the service manager to get more experienced mechanics on his vehicle. I explained to him I will be escalating his case to a DM to assist and someone will be calling him to discuss either tomorrow, 11/14 or 11/15 and he said okay. Forwarding to DM.

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

11/13/12: Emailed CRM (gpj1) regarding I2R CAIR has been open for 10 business days and requested he advise. mb981

11/13/2012 Please contact the custoer review concern and handle on merits. GPJ

11/13/12: Received email from gpj1 to ama11: 'Anne Marie, I have placed the cair for this case in your in box. Please contact the customer review concern and handle on merits. Thanks.' mb981

**10/20/12: Received email from gpj1 to ama11: 'Anne Marie, I have placed the cair for this case in your in box. Please contact the customer review concern and handle on merits. Thanks.' mb981

action on this CAIR by the Business Center. Therefore, this CAIR has been reassigned to the Business Center for handling. All future inquiries should be directed to the Business Center. ** mb981 DM contacted the dealership - Sunset Motors and customer was at the dealership today and there is no oil leak. If there is an issue in the future the customer will contact the dealership.

Customer Assistance Inquiry Record (CAIR)#**22782137**

VIN	1C4NJPBB2	CD		Open Date	11/07/2012	Built Date	02/13/2012
Model Year	2012	Body	MKTE74	JEEP PATRIOT SPORT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	04/21/2012	Mileage	7,408	Dealer Zone	66	ORLANDO	
Plant	D	BELVIDERE ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE					
Transmission	DHD						
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	LEXINGTON SC null					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Boost - Default

Roadside Assistance Contacted - DATE : 2012-11-07
Road Side File Created 11-07-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
RAMBLIN ROAD 5215 SUNSET BLVD
LAUREL HILL DRIVE
WEST COLUMBIA LEXINGTON
SC USA SC
VEHICLE STALLED WHILE DRIVING, CUST THINKS ITS THE
DEALER CODE : 60510 JTS CHRYSLER DODGE JEEP RAM