

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>13807873</b>
<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	07/18/2005	<b>Built Date</b>	06/20/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	07/15/2005	<b>Mileage</b>	600	<b>Dealer Zone</b>	71 LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	43519	DESERT CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	4701 WEST SAHARA					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89102	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	FOOTHILL RANCH CA [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Fuel System - Unknown - Sticks, Seizes, Binds - Default	fuel sending unit
Product - Drivability - Unknown - Stalling - Default	stalled out and would not go above 60 mph
Product - Air Conditioning / Heater - Switches / Controls - Inadequate Cooling - Default	would only blow from the floor

First owner. No open recall. Customer seeking assistance with the stall out condition. Customer explained that dealer narrows down the cause to be the "fuel sending unit". Agent calls dealer requests Service Manager who was not available. Message left for Advisor, Buddy Brewer, included file and follow up number. Customer is asking for Chrysler to review a rental request. Agent agreed to discuss with the dealer and review parts status (see if part is ordered or back ordered). Warranty car down situation.

REASSIGNED TO BC/DLR 71 43519 07/18/05 16:26 O 13807873  
 \*\*\*\*\* ATTENTION SERVICE MANAGER \*\*\*\*\*

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution  
 Buddy from dealer 43519 calling about the fuel pump module that DCX is suppose to expedite to him. Agent referred him to the business center for additional information.

7/19/05. Rich, please update & close file. og2  
 REASSIGNED TO BC/DLR 71 43519 07/19/05 10:15 O 13807873  
 \*Contact Date:07/19/2005

Service Manager at the dealership has closed the Cair# 13807873  
 Customer request has been fulfilled.  
 CAIR RETURNED FROM DEALER ON '7/19/2005 ' AT'07:29:428 'R 13807873

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>13825911</b>
<b>VIN</b>	2C3LA63H9	6H [REDACTED]	<b>Open Date</b>	07/22/2005	<b>Built Date</b>	04/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	06/07/2005	<b>Mileage</b>	3,200	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	43519	DESERT CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	4701 WEST SAHARA					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89102	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	N. LAS VEGAS NV [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 BIG ISSUE WITH 2006 300C  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Email States:  
 I am scheduled for servicing on monday july 25 @ 8:30am, but my car shut down while exiting the freeway at 55 mph.. i had my 3 children in the car with me. Long story short; steering locked up and thats not a good situation. Since then it has repeated that problem 8 times. I have logged into 300c forums to see that i wasn t the first to experience this issue and nothing was resolved with any of the others with that problem. Safety ratings was the reason for purchasing this vehicle and an accident through vehicle malfunction would be very bad. I chose to write you first because I have a feeling that they are going to plug it into the computer and no ploblemed diagnostic codes will appear and that will be the end of that. Please advise

\*\*\*\*\*Writer s Reply\*\*\*\*\*  
 Thank you for your recent email to DaimlerChrysler regarding your 2006 300C.  
 I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.  
 DaimlerChrysler has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.  
 If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.  
 Thank you again for your email.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>13956892</b>
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<b>VIN</b>	2B3KA53H0 6H [REDACTED]	<b>Open Date</b>	08/23/2005	<b>Built Date</b>	05/11/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	06/06/2005	<b>Mileage</b>	2,222	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44600	DICK POE DODGE LP			
<b>Dealer Address</b>	1363 AIRWAY BOULEVARD				
<b>Dealer City</b>	EL PASO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79925
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	EL PASO TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Brakes - Unknown - High Effort / Poor Stopping Power - Default	
Product - Drivability - Unknown - Stalling - Default	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Filing for lemon law 2006 Dodge Charger R/T  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Customer sends long email to inform DCX that she has filed for lemon law. Stated the vehicle stalled out and brakes are not working correctly.  
 Dear [REDACTED]  
 Thank you for your email to DaimlerChrysler Motors Corporation. Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.  
 If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.  
 Thank you again for your email.

**Customer Assistance Inquiry Record (CAIR)#** **13956920**

<b>VIN</b>	2B3KA53H0 6H [REDACTED]	<b>Open Date</b>	08/23/2005	<b>Built Date</b>	05/11/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	06/06/2005	<b>Mileage</b>	2,222	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44600	DICK POE DODGE LP			
<b>Dealer Address</b>	1363 AIRWAY BOULEVARD				
<b>Dealer City</b>	EL PASO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79925
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	EL PASO TX [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 filing for lemon law for 2006 Dodge Charger R/T  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Owner:  
 August 19, 2005 [REDACTED]  
 [REDACTED] . EL Paso, TX [REDACTED] Dodge Charger RT 2006  
 Daimler Chrysler Motors Company Customer center In reference to our  
 Dodge Charger these are the problems we encountered, we purchased the  
 vehicle on June 3, 2005, as soon as we left the lot the engine light  
 turned  
 on, as soon as this happened we called the dodge dealership where we  
 purchased the vehicle from to report the situation. The dealership  
 informed  
 us to take the vehicle in as soon as possible. We took the vehicle to the  
 dealership on June 7, 2005 for servicing, the dealership provided us with  
 a  
 rental car for the day they kept the car there. The O2 sensor was what  
 the  
 computer to the car was reading was wrong, so they tested the O2 sensor  
 but, nothing was wrong. So they reset the computer to the car hoping it  
 would fix the problem. A couple of days later the engine light turned on  
 again, we called the dealership to inform them again of the situation. So  
 we took the car in again for servicing, we were provided again with a  
 rental  
 car for one day. They checked the computer to the car again and it was  
 reading a faulty O2 sensor, they ordered another O2 sensor and we  
 returned  
 with the car on June 17, 2005 to replace the O2 sensor. After another week  
 the engine light went on again we took the car in on June 24, 2005, they  
 gave us another rental car until July 2. During this time Ron the service  
 tech had S.T.A.R. check the car, they could not find out what was wrong  
 with the car. They decided to replace another O2 sensor and replace  
 P.C.M.  
 computer hoping this would correct the problem. This was the third time  
 they try to correct the situation. The car was in service for a total of

eleven days they gave us a rental car for this period of time. When we received the car back two days later the engine light turned on again, because of work and personal issues we could not take the car in until July

16, 2005. At this time we spoke to Jim Barry the service manger about the situation we informed him at this time we wanted to proceed with the Lemon

Law. He informed us if we can give them one last chance to correct the situation if not he was aware that we were going to proceed in replacing the car. From July 16- 26 they kept the car and we were provided with a rental car, during this time (eleven days) they replaced another O2 sensor

and the catalytic convertor. When we received the car back it seemed to be

fine until August 17, 2005 the car stalled out in the middle of the road, then the car idled beyond its set idling point I tried to put the car back

in drive it moved at a quick speed but the speedometer was reading zero and

there was no response from the gas pedal I turned off the car and pushed it

off the road and immediately called Ron the service tech, he told me to get

it towed to the dealership immediately because of the severity of the problem. We decided to proceed with the Lemon Law we called Chrysler and the dealership to inform them that we would like our car replaced as soon as possible. The vehicle is unsafe and a risk to be in, also there are to many problems with this car being it is brand new, which does make it a major inconvenience to have when we have had it for two months and was in servicing for twenty-five days. We thank you for addressing our problem and

have great customer service representatives who were very helpful and informative to our situation. Thank You, Shantal Perez and Frank Rodriguez

WRiter notes duplicate, to NAN.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>13976862</b>
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<b>VIN</b>	2D8GZ5720 6H [REDACTED]	<b>Open Date</b>	08/30/2005	<b>Built Date</b>	05/03/2005
<b>Model Year</b>	2006	<b>Body</b>	LXEP49	DODGE MAGNUM R/T AWD	
<b>In Service Dt</b>	05/25/2005	<b>Mileage</b>	3,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	41011	SWIFT DODGE SACRAMENTO			
<b>Dealer Address</b>	2301 ARDEN WAY				
<b>Dealer City</b>	SACRAMENTO	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95825
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	KLAMATH FALLS OR [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Other - Default	Customer alleges that vehicle quit while driving.
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Customer alleges that vehicle stalled out and quit while driving on road. Customer alleges that the check engine light was on when vehicle stopped. Customer alleges that they pushed vehicle a block to son's house and called the tow company the next morning. Customer alleges that the tow man started vehicle with no indicator lights. Tow company waited til the next morning and towed vehicle to dealership for issue. All tests from the dealership indicated that the vehicle is working normally and they could not recreate issue. Customer also notes that other dealership states that this is no experience with problem. Customer wants correspondence to issue. Agent sent letter #110 unable to duplicate.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>13990161</b>
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<b>VIN</b>	2D4GV7730 6H [REDACTED]	<b>Open Date</b>	08/30/2005	<b>Built Date</b>	06/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	08/19/2005	<b>Mileage</b>	300	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	43618	H & D LINDEN MOTORS INC			
<b>Dealer Address</b>	400 EAST ST GEORGE AVE				
<b>Dealer City</b>	LINDEN	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07036

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

Corporate - Recall - Default - Default - Default	Wanted to know if vehicle was involved in a recall
Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	

AZ455 08/30/05 Customer wanted to know if vehicle was involved in a recall. Advised customer of no recalls  
\*\*\*\*\*

Owner calls regarding ignition cutting out intermittently, dealer unable to duplicate. Owner states recall department advised no recalls, but states he found information on an owner website stating a recall was in the works for this. Advised owner a recall has not been announced concerning this, but advise he could check NHTSA for any information on pending recalls.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14060327</b>
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<b>VIN</b>	2B3KA53H06H	<b>Open Date</b>	09/19/2005	<b>Built Date</b>	06/09/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/04/2005	<b>Mileage</b>	1,500	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	41626	CHARLIE'S DODGE INC				
<b>Dealer Address</b>	725 ILLINOIS AVENUE					
<b>Dealer City</b>	MAUMEE	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	43537	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	E-MAIL	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	FINDLAY OH [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My new 06 Charger has died twice while driving on the interstate, very scary , I will be taking it back to have it serviced again on 9/19M, supposedly it was fixed a week ago when I took it in and had to miis 2 1/2 hrs of work.

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

Email States:

the engine light came on and the Electronic Throttle Control light was flashing right before the car died both times. The car will restart, the engine light continues to stay on. When they ran a diagnostic test they said 2 codes came up they were also told by dodge to check the throttle body and some wire component, they stated they were fine, so they downloaded some new software into the cars computer, well I m not sure if this was done as they were too busy to give me a printout of work completed. Please Help! I rely on this vehicle for work and daily transportation.

\* Email Reply

Dear [REDACTED]:

Thank you for your recent email to DaimlerChrysler Motors Corporation. I regret the stalling condition you are experiencing with your new Charger and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis. I know you have an appointment scheduled today. If you still experience the stalling concern after the vehicle is looked at today please let me know so I can forward a file to the dealer to contact their factory representative.

Thank you for sharing your concerns.

Email States:

Dear Lisa, I am so glad that you REGRET the STALLING of my NEW CHARGER. Regret is not good enough, have you ever been driving down the road in the dark on a highway with lots of traffic, including several Semi s, when your car stalls and the ditch is too deep to pull completely off the road?? Well, thats exactly what happened to me on the way to work this morning Tuesday 9/20/05, this is just a Tragedy waiting to happen. At my car apt. yesturday they state my car needs a new Sensor and it will take a couple of days to get in ( which really means a couple weeks). So I am left to drive a car that is going to end up causing an accident, and probably a hugh Law-Suit. I am trying to get a loaner car from the

dealership that is working on my car but heres the problem, I did not buy the car from them, so they need to check with the district manager. This should not be an issue, Dodge should be picking up the tab for the loaner car regardless of where I purchased the car. The Dealership that I purchased the car from is 50 miles away, its not an option take take a car that keeps stalling out to a dealership that is 50 miles away. The servicing dealership is Coppus Motors in Tiffin, Ohio 44883. I would appreciate a response ASAP. This matter has already consumed way too much of my time.

\* Email Reply

Dear [REDACTED]

The dealer will have to wait to hear from their District Manager regarding providing you a loaner vehicle since it is not a provision of the warranty.

The dealer will contact you once they speak with their District Manager.

Email States:

I truly do not like to read between the lines, but what I hear you saying is, that Dodge does not have much concern about the safety of their customers in one of their vehicles,because if they did we would not be having this conversation. I also thought that the livelihood of a corporation was the consumer that purchases their products. I may only be one dissatisfied consumer, but I know a lot of people, that know a lot of people, that know a lot of people! I truly hope that my issues will be resolved to my satisfaction and that my attorney will not need to become involved. Thank You, [REDACTED]

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**Customer Assistance Inquiry Record (CAIR)#** **14097097**

<b>VIN</b>	2C3LA63H9 6H [REDACTED]	<b>Open Date</b>	09/27/2005	<b>Built Date</b>	04/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	06/07/2005	<b>Mileage</b>	6,892	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	43519	DESERT CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	4701 WEST SAHARA				
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89102
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	N LAS VEGAS NV [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Leaks - Default	Customer alleges vehicle cuts out unexpectedly, fuel fumes in garage.
Product - Fuel System - Unknown - Other - Default	gasoline smell
Product - Unknown - Unknown - Stalling - Default	

Sep 27, 2005 JMT60 Customer inquiry about recalls/warranties, writer verified no outstanding recalls. Verified ownership and advised the file number. Advised customer we would document the alleged problem with the vehicle; customer alleges the vehicle cuts out unexpectedly and the dealership has been unable to determine the cause. Customer also alleges fumes from fuel in the garage, and customer alleges she has to keep the door open. Writer advised the DCCAC number and advised the customer to call about warranty information.

\* Customer says on-going, unresolved issues with vehicle.  
 \*\*\*\*\* ATTENTION SERVICE MANAGER \*\*\*\*\*

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution.  
 REASSIGNED TO BC/DLR 71 43519 09/27/05 15:01 R 14097097

\* Writer emailed RCH3 to advise business center, if merited.  
 Customer calling on above issue. Writer advised customer that the dealership has been advised to contact technical support to help in resolving issue. Writer advised customer to check with dealership for status Friday afternoon.

9/29/05. Spoke to Rich Kansky, the dealership Service Manager. Mr. Kansky explained that his Quality Control Manager had test driven the vehicle with the owner for over 30 minutes and that the customer was unable to duplicate any of the concerns. He also explained that there were no fault codes found on the system. og2

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>14106820</b>	
<b>VIN</b>	2C3KA63H1	6H [REDACTED]	<b>Open Date</b>	09/29/2005	<b>Built Date</b>	04/19/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	05/27/2005	<b>Mileage</b>	5,500	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	65096	A K DURNIN CHRYSLER-JEEP					
<b>Dealer Address</b>	6815 FLORIDA BLVD						
<b>Dealer City</b>	BATON ROUGE			<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70896
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	NEW ORLEANS LA [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default

Owner calls and states she is very upset that her new vehicle is stalling out. States her selling dealer shut down due to the hurricane. States she lost her home and everything in the hurricane. States she has went through a lot and can not deal with a problem vehicle. States vehicle is currently at A K Durnin and this is the first time it has been to a dealer.

Writer called dealer and spoke with Mike who states at this time dealer can not duplicate stalling. States they are having a transmission technician inspect shortly. States he will follow up with owner in the morning. States owner is in a loaner and dealer will submit to DCX the bill. Writer also suggested a co-pilot be installed if dealer can not duplicate.

Informed owner at this time concern will be documented.

Customer calling on the above concerns. Customer states she is fed up with this car and its stalling issues. Customer states that she would like to have this problem fixed. Customer states that the vehicle is dying in traffic. Customer states that she is concerned about the safety of her while she is in the vehicle. Agent contacted Mike at dealer 65096 and asked to speak with Mike. Mike states he can not duplicate it. Mike also states he must have to drive the vehicle to duplicate the vehicle. Customer states she wants to know about the lemon law. Agent advised customer of the blue and white booklet in the glove compartment. Customer states she will give it a look.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14143510</b>
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<b>VIN</b>	2C3LA63H9 6H [REDACTED]	<b>Open Date</b>	10/10/2005	<b>Built Date</b>	08/27/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/12/2005	<b>Mileage</b>	600	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68280	WOODHOUSE CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	2171 SOUTH HWY 30				
<b>Dealer City</b>	BLAIR	<b>Dealer State</b>	NE	<b>Dealer Zip</b>	68008
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LAKE FOREST CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Noisy - Default	
Product - Unknown - Unknown - Stalling - Default	

Customer states that the vehicle is knocking and pretty loudly and has stalled out three times. Customer states that the dealership advised that this is a normal sound and there is nothing that they can do about this. Customer refuses to accept this when he is spending the amount of money for the vehicle. Customer is seeking assistance in getting the issue resolved.

JRJ35 advised customer to take vehicle to a different dealership. Customer understood.

<b>Customer Assistance Inquiry Record (CAIR)#</b>					<b>14160605</b>	
<b>VIN</b>	2C3KA63H1	6H	<b>Open Date</b>	10/14/2005	<b>Built Date</b>	04/19/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	05/27/2005	<b>Mileage</b>	9,000	<b>Dealer Zone</b>		
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	NEW ORLEANS LA				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer concerned the vehicle stalls in stop and go traffic.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

no customer satisfaction re: my 2006 hemi c

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

FILE#14106820. I HAVE SPOKEN TO PERSONS AT CHRYSLER X2. MY VEHICLE S MOTOR DIES IN STOP AND GO TRAFFIC. I LEFT MY CAR FOR 7 DAYS, AND THEY COULDN T FIND THE PROBLEM, GAVE ME MY CAR BACK, AND SAID THEY WILL CONTACT ME. THIS WAS ABOUT 2 WEEKS AGO.MEAN WHILE THE PROBLEM CON T. I HAVE CONTACTED SEVERAL PEOPLE AND TOLD THEM OF MY PROBLRM BECAUSE I KNOW THIS IS AN ACCIDENT WAITING TO HAPPEN.CHRYSLER DOES NOT STAND BEHIND THEIR PRODUCT. THE PERSON I TAKED TO NAME SUSAN TOLD ME CHRYSLER DOES NOT HAVE A BUY BACK PROGRAM AND TO CHECK THE LEMON LAW FOR MY STATE. SO MUCH FOR THE \$40,000 CAR I PAID CASH FOR.I VOW TO GET SATISFATIO, EVEN IF IT MEANS CONTACTING EVERY CONSUMER ADVOCATE AND MOTOR MAGAZINE OF MY PLIGHT.

\*\*\*\*\*End Of Email\*\*\*\*\*

Dear

Thank you for your recent email to DaimlerChrysler Corporation concerning your 2006 Chrysler 300C.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

\*\*\*\*\*End Of Response To Email\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **14163635**

<b>VIN</b>	2C3LA63H6 6H [REDACTED]	<b>Open Date</b>	10/14/2005	<b>Built Date</b>	05/05/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/24/2005	<b>Mileage</b>	2,435	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PP4	SATIN JADE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	63701	RUSNAK CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	2965 EAST COLORADO BLVD				
<b>Dealer City</b>	PASADENA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91107
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ALTADENA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Vehicle stalls on freeway and idles rough
------------------------------------------------------	-------------------------------------------

Customer has been into service more than 4 times to attempt to fix a stall concern and a rough idle concern. Vehicle is in servic now and problem is not resolved. Agreed to replace customers vehicle. Submitted to ISG 10/14/05. mv559  
 10/14/05 File forwarded to ISG via database. pjo4.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14195359</b>
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<b>VIN</b>	2C3KA63H0 6H [REDACTED]	<b>Open Date</b>	10/24/2005	<b>Built Date</b>	05/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/16/2005	<b>Mileage</b>	4,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45007	GEORGE-MOTES DODGE-CHRY-JEEP			
<b>Dealer Address</b>	2400 EAST HARDING				
<b>Dealer City</b>	PINE BLUFF	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	71601
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	PINE BLUFF AR [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls.
Product - Unknown - Unknown - Wind Noise - Default	Customer states there is a wind noise in the vehicle.

Customer calling states the vehicle dies while she is driving. Customer states the dealer has put two computers in the vehicle and it still stalls. Customer states the vehicle makes a noise and there is wind noise coming from the vehicle as well. Customer states she does not feel she should have to pay as much money as she is paying for a vehicle that performs like this one does.

Writer called dealer 45007 spoke with Charlotte. Charlotte states the vehicle was there on 10/13/05 with 3,735 miles but they could not duplicate the issue. Writer called dealer 68238 and they said they could not duplicate the issue neither.

Writer advised customer to keep working with the dealer to get this issue resolved. Advised customer there is not anything that DCCAC can do at this time. Customer states she feels that she deserves another vehicle.

Writer referred customer to the blue and white booklet.

**Customer Assistance Inquiry Record (CAIR)#** **14198732**

<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	10/24/2005	<b>Built Date</b>	06/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/11/2005	<b>Mileage</b>	3,167	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	42184	TIMBERLINE CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	2406 N E SANDY BLVD				
<b>Dealer City</b>	PORTLAND	<b>Dealer State</b>	OR	<b>Dealer Zip</b>	97232
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	OREGON CITY OR [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Brakes - Parking Brake Assy - Other - Default	Customer states that his emergency brake light comes on.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Customer states that his transmission is slow engaging from reverse.
Product - Drivability - Unknown - Stalling - Default	Customer states that his vehicle stalls.
Referral - Tier Three - Default - Default - Default	Transferred customer to Tier Three for further research.
Corporate - Technical Assistance - Default - Default - Default	

102405 recvd request for tech assist from tony @ dlr  
car down for 5 days  
customer complaint: shudder on take off  
file to ta bes3 for handling tmt  
102605 Reviewed tsb with SM. Dealer does not have the vehicle at this time.  
bes3

**Customer Assistance Inquiry Record (CAIR)#****14221754**

<b>VIN</b>	2D8GV7732 6H [REDACTED]	<b>Open Date</b>	10/31/2005	<b>Built Date</b>	06/30/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	07/25/2005	<b>Mileage</b>	600	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44088	HUNTINGTON BEACH DODGE INC			
<b>Dealer Address</b>	16555 BEACH BOULEVARD				
<b>Dealer City</b>	HUNTINGTON BEACH	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92647
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LA MIRADA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default

Customer states that the vehicle stalls.

Customer states that the vehicle will not start after sitting for more than two days. Customer states that the dealer can not fix the problem due to the part on back order. Customer was irate and ended the call.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14231563</b>
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<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	11/02/2005	<b>Built Date</b>	06/08/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/11/2005	<b>Mileage</b>	715	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68572	CRANLEY CHRYSLER INC			
<b>Dealer Address</b>	9229 SOUTH ASHLAND				
<b>Dealer City</b>	CHICAGO	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60620
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CHICAGO IL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - No Start - Default	Customer states the vehicle is stalling at stop lights and stop signs.
Corporate - Dealer Information - Default - Default - Default	Provided customer with a couple local DCX dealer contact information.
Product - Drivability - Unknown - Stalling - Default	The vehicle is having problems start and will not hold a start.

Customer states the vehicle is stalling at stop lights and stop signs. Customer states now the vehicle is having problems start and will not hold a start. Customer states dealer 68572 cannot diagnose the vehicle. Writer contacted dealer 68572 and spoke with John, service manager. John states he has not been able to duplicate the stalling of the vehicle. John states on 10/10/05 at 541 miles he cut and programmed a new key. John states on 10/20/05 he recalibrated a new sensor. Writer informed customer that DCx cannot consider assisting until the vehicle is diagnosed. Writer informed customer the concern will be documented. Writer provided customer with reference number for future reference. Writer advised customer to contact another local DCX dealer if not satisfied with dealer 68572 opinion. Writer provided customer with a couple local DCX dealer contact information.

**Customer Assistance Inquiry Record (CAIR)#****14272424**

<b>VIN</b>	2B3KA53H1	6H [REDACTED]	<b>Open Date</b>	11/14/2005	<b>Built Date</b>	05/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	05/17/2005	<b>Mileage</b>	20,125	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	59883	OAKLAND DODGE INC				
<b>Dealer Address</b>	101 W 14 MILE RD					
<b>Dealer City</b>	MADISON HGHTS	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48071	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	DETROIT MI [REDACTED]				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Headliner	Customer states headliner was falling down.
Product - Electrical - Unknown - Complete Failure - Default	Customer states socket to plug in cell phone does not work.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Leaks - Default	Customer states vehicle is leaking transmission leak.
Product - Engine - Unknown - Other - Default	Customer states vehicle is stalling.

Customer states headliner was falling down. Customer states socket to plug in cell phone does not work. Customer states vehicle is stalling. Customer states vehicle is leaking transmission leak. Customer states she takes vehicle to dealership 59883. Writer advised customer to refer to blue and white booklet in glove box. Customer calling on above issue. Customer states that Michigan is not covered in the blue and white booklet. \*\*Informed the agent to refer the customer to the local state attorney office per WHH17.\*\* Agent advised customer to go to her local State Attorney General office for further assistance with filing the lemon law.

**Customer Assistance Inquiry Record (CAIR)#** **14279415**

<b>VIN</b>	2C3LK63H2 6H [REDACTED]	<b>Open Date</b>	11/16/2005	<b>Built Date</b>	05/09/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	06/06/2005	<b>Mileage</b>	5,500	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	05002	FRANK C VIDEON INC			
<b>Dealer Address</b>	4949 WEST CHESTER PIKE				
<b>Dealer City</b>	NEWTOWN SQUARE	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	19073
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	WEST CHESTER PA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Engine Block / Short Engine - Defective - Default	Customer seeking information on the part of the vehicle.
----------------------------------------------------------------------	----------------------------------------------------------

Customer states that the engine in is vehicle is out. Customer states that the engine stalled on him two times, took the vehicle to the dealer and the dealer drove the vehicle and the engine stalled on the dealer as well. Customer states that the dealer can not diagnosis the vehicle, dealer does not know what the problem is. Customer states that the dealer called the tech rep to come out and the tech rep can not fix the problem as well. Agent called the dealer. Frank the service manager stated that the car has been at the dealer since October 26,05, and is still there. Frank stated that the tech rep is out of town. Frank stated that the tech rep did come out but it was his day off. He looked at the vehicle but that was it. Frank also stated that he is waiting on some samples to come back from Michigan. Customer is seeking repurchase, not wanting to trade for another vehicle.

Transferred customer to Tier Three for further research per NicU. Agent provided customer with a reference number.  
rbs33

Transfer call from Tier 2 \*\*\*\*\* VEHICLE DOWN \*\*\*\*\*

Owner states new vehicle down for past three weeks and he is seeking a refund; is asking to speak with local DCX representative...request zone contact with owner ASAP to review and handle accordingly...thanks...lrm  
Customer calling on above issue. Customer states that he is seeking further assistance on this issue. Agent reviewed file and transferred customer to tier three for futher research per above notes.  
Owner calls back seeking information regarding file. Writer advised owner that file has been sent to business center for handling.  
11/29/05 DM reviewed file and agreed to repurchase vehicle. Transaction forwarded to ISG for handling.OWK  
11-30-05 File sent to ISG for processing. MPW

**Customer Assistance Inquiry Record (CAIR)#** **14319155**

<b>VIN</b>	2C3KA63H6	6H [REDACTED]	<b>Open Date</b>	11/28/2005	<b>Built Date</b>	10/04/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	11/19/2005	<b>Mileage</b>	1	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	39705	FRED FREDERICK CHRYSLER LAUREL INC				
<b>Dealer Address</b>	43 WASHINGTON BLVD					
<b>Dealer City</b>	LAUREL	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	20707	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	COLUMBIA MD [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

11-28-05 This is a replacement vehicle for a repurchase package. DOM agreed to provide owner a Service Contract in interest of customer satisfaction. CAIR reassigned to Bonnie (BSS4) to install service contract. MPW DCSC (code P770M)  
 11/29/05 Service contract plan code P770M added to vehicle as per request of MPW. /bss4

**Customer Assistance Inquiry Record (CAIR)#** **14327067**

<b>VIN</b>	2C3LA63H1 6H [REDACTED]	<b>Open Date</b>	11/30/2005	<b>Built Date</b>	05/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/11/2005	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PP4	SATIN JADE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	66692	FISHER CHRYSLER DODGE JEEP INC			
<b>Dealer Address</b>	349 EAST 32ND STREET				
<b>Dealer City</b>	YUMA	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85364
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	YUMA AZ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default      Customer states that his vehicle just shuts off.

Customer called and states that when he goes on long drives customer makes a turn in the vehicle, it shuts off. Customer states that he took his vehicle to dealer 66692 to get it looked at. Customer states that the dealership could not duplicate the problem. Agent contacted dealer 66692 and first spoke with Leuis. Leuis states that he remembers these customers because they were in the dealership yesterday, 11-29-05. Leius states that the husband and wives stories are different. Leuis stated that he has worked on the vehicle and they ran all the test that they could and they could not find anything. Leuis stated that the husband states that the vehicle has only died two times in the last couple months and the wife is stating that it has died three times in the last couple of weeks. Agent then spoke with Brian sm. Brian stated that they have been to the dealership twice (Oct.3rd and Nov.16th) on these issues. Brian stated that he spoke with Mrs. [REDACTED] yesterday and she was complaining about the vehicle quitting on them, but customer would not let Brian sm look at the vehicle to go for a ride with the customer so he could try to duplicate the issue. Brian also stated that the customers keep coming in the dealership and they tried to file for lemon law because Mrs. [REDACTED] wanted a different color carpet in the vehicle and dealership would not cover this under warranty. Customer states that he feels this issue is a lemon law. Agent advised the customer that there was a blue and white handbook in his glove box that he was more than welcome to look at. Customer states that he wants something done. Agent tried to explain to the customer that the dealership would need to test drive the vehicle in order to duplicate the issue. Customer states that he didn t want the dealership to look at his vehicle. Agent once again tried to explain to the customer that the dealership will have to diagnosis the vehicle in order to try to fix the vehicle. Agent advised customer of his reference number.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14452924</b>
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<b>VIN</b>	2B3KA53H0	6H	<b>Open Date</b>	01/05/2006	<b>Built Date</b>	06/09/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/04/2005	<b>Mileage</b>	5,185	<b>Dealer Zone</b>		
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	FINDLAY OH				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Vehicle will not run properly.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I am still having problems with my car after 5 visits to 2 different service departments and the car is still not running properly. I am request someone from your corporate office to address this problem as soon as possible.

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

Someone needs to come to the local dealership that knows how to fix my car or they need to be replacing it soon!! It cut out on me again on my way home from work tonight (1-3-06). Also the headlight periodically will go dim and than brighter for no reason at all. Please respond, I can not call during the day as I am unable to make personal calls from work. This is extremely stressful!

\*\*\*\*\*End of Email\*\*\*\*\*

Thank you for contacting DaimlerChrysler.  
 Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:  
 Vehicle owner name  
 Vehicle owner address  
 Day and evening phone numbers  
 Vehicle Identification Number (VIN)  
 Name of dealership where vehicle was purchased  
 Date of purchase  
 Dealership where service was performed  
 Date of last service  
 Current vehicle mileage  
 An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

\*\*\*\*\*End of Response\*\*\*\*\*

Customer called in on the above issue. Customer seeking resolution to her issue. Dealership could not be contacted. Agent is still researching this issue for customer.

Customer states that she was calling back to see what had happened. Agent informed customer that the other agent stated he was going to review it and customer stated right and he also said he was going to call back. Customer stated that she will never get the call back. Agent advised customer that while the other agent is working on the account and reviewing it then we need to wait at least a day to see if action is taken on the account.

**Customer Assistance Inquiry Record (CAIR)#** **14488912**

<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	01/13/2006	<b>Built Date</b>	06/08/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/11/2005	<b>Mileage</b>	2,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44334	SOUTH CHICAGO DODGE CHRYSLER	JEEP INC		
<b>Dealer Address</b>	7340 S WESTERN AVE				
<b>Dealer City</b>	CHICAGO	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60636
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CHICAGO IL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Other - Default	Customer states car dies while driving or at a stand still.
Product - Unknown - Unknown - Stalling - Default	stalls out
Corporate - Lemon Law - Default - Default - Default	

\*\*\*\* Begin structured narrative LEMON LAW REQUEST \*\*\*\*

This applies to written notifications only  
 NO ANSWER PROVIDED BY AGENT  
 What type of notification was received  
 NO ANSWER PROVIDED BY AGENT  
 Was it received via Certified Mail  
 Date notification was received

\*\*\*\* End structured narrative LEMON LAW REQUEST \*\*\*\*

\*\*\*\*\* ATTENTION SERVICE MANAGER \*\*\*\*\*

OWNER CONTINUE TO CONTACT DCX REGARDING THIS VEHICLE. SEE PRIOR CAIRS.  
 OWNER IS REQUESTING DCX REPLACE THIS VEHICLE.

Please seek assistance of your district manager/zone/STAR in an attempt to resolve customers concern. Please update with final resolution  
 REASSIGNED TO BC/DLR 51 44334 01/13/06 12:39 O 14488912  
 CAIR assigned to DM. 01/13/2006. Owner alleges numerous running failures with this vehicle. Seeks a buyback.

Customer called in stating that she has decided to let her vehicle be bought back. Customer will call back tomorrow when they are open.  
 Customer calling seeking buyback. Customer states she was informed to call back today for assistance.

\*\*\*Advised to link this CAIR to the previous CAIR and then transfer customer to tier three for further assistance.\*\*\*

Received transfer.

Informed owner that her request is with the district manager. Advised to stay in contact with the service manager for updates.

Customer calling about the above issue. Informed customer to keep in touch with the SM at the dealership 44334.

Customer stated she has not heard anything regarding her buyback request. Customer is seeking information regarding the issue.

\*Escalate call for any new information. Customer has been referred to dealer, but dealer has not provided customer with an update and cair has not been updated for 11 days.

Transferred customer to Tier Three for further information regarding her buyback request.

The owner was advised to see the service manager for follow up, owner alleges no one has contacted her in reference to the lemon law.

2-6-06 DM attempted contact to Dave, service manager, for a status update

on this vehicle. DM had reviewed this customer s issues previously with Dave and requested that Dave involve the BC tech advisor for additional diagnostic assistance. Dave currently unavailable. DM left message with Sandy, who says dave will recontact DM asap. dm to await SM call. dmm9  
REASSIGNED TO BC/DLR 51 44334 02/06/06 13:05 O 14488912  
2-16-06 Dave, what is the status of this situation? I haven t heard back, since I left you a message last week. Has this been resolved? If so we need to have the cair closed out. If not, please update accordingly.  
thanks, dmm9

REASSIGNED TO BC/DLR 51 44334 02/16/06 15:27 O 14488912  
3-8-06 DM contacted SM, Dave, who indicates vehicle is fixed and customer will be contacted to pick it up. dm to close cair. No further action at this time. dmm9

Customer states that she has not heard anything from the dealer.Customer states that she has not had her vehicle since December. Agent advised customer that there is no action taken at this time.Agent called dealer 44334.Agent spoke to the Service Manager who states that the vehicle is ready.Agent advised customer of this information.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>14506186</b>
<b>VIN</b>	2C3KA63H0	6H [REDACTED]	<b>Open Date</b>	01/18/2006	<b>Built Date</b>	05/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	08/16/2005	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	68238	LITTLE ROCK CHRYSLER-PLYMOUTH INC				
<b>Dealer Address</b>	5804 SOUTH UNIVERSITY					
<b>Dealer City</b>	LITTLE ROCK	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72219	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	PINE BLUFF AR [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Engine - Unknown - Noisy - Default	Customer states the engine is making noise.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Noisy - Default	Customer states the sunroof rattles.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Instrum't Panel-G. Box	Customer states there was a noise coming from the dashboard.

Customer states the vehicle has been in for service several times for several issues. Customer states the carpet by the door is not down correctly. Customer states there was a rattle in the dash and sunroof. Customer states there is a revving of the motor. Customer states the dealer has corrected the issues except for the revving of the motor can not be diagnosed by the dealer. Customer states that is why the dealer was going to put them in a new vehicle. Customer states the sales manager wanted to put her name on the paperwork. Customer states the vehicle is now in her husbands name and the new vehicle needs to be in her husbands name. Customer states she and the sales manager had words. Writer advised customer this issue would be between the dealer and herself. Customer states the vehicle is at the dealer now for the revving issue. Writer called dealer 68238 and spoke with Tom who states the vehicle is in for a dying issue that they can not duplicate. Tom states the general manager drove the vehicle and still no duplication. Tom states they will continue to work on the vehicle. Tom states the mileage is 9368. Writer advised customer of this information. Writer advised customer to continue working with the dealer on this issue. Customer states she will.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>14599065</b>
<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	02/13/2006	<b>Built Date</b>	11/16/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	01/21/2006	<b>Mileage</b>	700	<b>Dealer Zone</b>	71 LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	66561	HATCH MOTOR COMPANY INC				
<b>Dealer Address</b>	870 SOUTH MAIN STREET					
<b>Dealer City</b>	SNOWFLAKE	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85937	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	SNOWFLAKE AZ [REDACTED]	<b>Country</b>	UNITED STATES			

Referral - Tier Three - Default - Default - Default	Trasferred customer to tier three for lemon law.
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Customer stated she bought her car and 4 days later it died. Customer took it to dealership 66561. Dealership ran tests and days later it still does not work. Vehicle has been at the dealership for 5 days. Agent contacted dealership 66561.

Agent spoke with Neil Marshall at dealership 66561. On 1/28/06 with 307 miles they reprogrammed the PCM. On 1/30/06 with 490 miles they swapped the crank sensor out from a brand new vehicle.

Neil stated 9 days later the car continued to die. On 2/13/06 with 782 miles Neil stated that they are going to contact the Tech Line and go from there. Neil states that this is unusual. Neil also states when you push the gas the engine turns off, but if you turn the car back on it works fine. Neil states that they are running out of options. Customer states that she wants out of this car. Transferred customer to tier three for further review.

\*\*\*\*\*

Owner states vehicle stalled this morning and vehicle was towed to dealer. Owner took delivery 1/26/06 and states car has been at dealership most of the time since she took delivery.

Owner states she wants out of vehicle due to unresolved issue. OWner states she intends to file for lemon law.

\*\*\*\*\*

BUSINESS CENTER. OWNER IS REQUESTING BUYBACK DUE TO UNRESOLVED ISSUE WITH VEHICLE STALLING. PLEASE CONTACT OWNER AND DEALER AND UPDATE CAIR ACCORDINGLY. THANK YOU FOR YOUR ASSISTANCE. MICHAEL FAIRO\*\*\*\*\*  
 REASSIGNED TO BC/DLR 71 66561 02/14/06 10:06 R 14599065  
 dm has been in contact with dealer and instructed the to check map sensor function and report back.

Agent informed customer that district manager is currently working on issue. Agent provided reference number and informed customer that someone should contact customer when a resolution is complete.

Customer calling on the stalling issue. Customer states that she does not want this vehicle anymore. Customer states that she would like an update on what is going on. Agent advised customer that no new notes have been added to her file. Customer states that she received a call from the dealer saying that had run the test and now they had to get in contact with chrysler. Customer wanting to know what is going on with

her vehicle. Agent called dealer 66561 and spoke with Leonard. Leonard states that they have ordered a throttle body for the vehicle that should be in tomorrow. Leonard states that if the part comes in tomorrow and this takes care of the issue then the vehicle should be ready tomorrow. Agent advised customer of this information. Customer states that she told the dealer that she does not this vehicle back because of all of the issues that she has had with the vehicle. Agent advised customer that she would need to refer to the dealer to address these concerns. Customer understood.

021606 dm left a message for owner to call to discuss vehicle situation  
021606 dm has offered to replace vehicle for owner see new cair for replacement details. close cair rcw7

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**Customer Assistance Inquiry Record (CAIR)#** **14618544**

<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	02/17/2006	<b>Built Date</b>	11/16/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	01/21/2006	<b>Mileage</b>	782	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	66561	HATCH MOTOR COMPANY INC			
<b>Dealer Address</b>	870 SOUTH MAIN STREET				
<b>Dealer City</b>	SNOWFLAKE	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85937
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SNOWFLAKE AZ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default | owner request a replacement vehicle for stalling

owner request a replacement vehicle for stalling  
 dm has reviewed the service history and the dealer has reprogramed the  
 PCM replaced the MAP sensor and replaced the T-body with no improvement  
 dealer has been incontact with star and worked with the DM  
 owner has been in at 307 miles 449 miles and 782 miles. dm told owner if  
 they picked a like vehicle dm would wave the mileage charge. owner was  
 thinking of up grading the features of the vehicle and dm told owner that  
 DCX would charge the difference in MSRP and tax on the difference  
 2/17/06 File forwarded to ISG via database. pjo4.

**Customer Assistance Inquiry Record (CAIR)#****14692862**

<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	03/13/2006	<b>Built Date</b>	03/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/02/2005	<b>Mileage</b>	4,781	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68950	MCDONAGH CHRY-JEEP INC			
<b>Dealer Address</b>	400 ROUTE 18				
<b>Dealer City</b>	EAST BRUNSWICK	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08816
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CARTERET NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner was notified that someone from the business center or the dealer will contact them about the defect notification card they sent to DCCAC. The engine stalls out. Please investigate to find out what we can do for the customer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14780864</b>
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<b>VIN</b>	2B3KA53H8 6H [REDACTED]	<b>Open Date</b>	04/03/2006	<b>Built Date</b>	08/04/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	09/12/2005	<b>Mileage</b>	3,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	42344	GURNEE DODGE INC			
<b>Dealer Address</b>	7255 GRAND AVE				
<b>Dealer City</b>	GURNEE	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60031
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	GURNEE IL [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2006-03-30  
 Road Side File Created 04-03-06 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 5501 STEARNS SCHOOL ROAD 7255 GRAND AVE  
 N DILLEYS ROAD  
 GURNEE GURNEE  
 IL USA IL  
 CALLER\_COMMENTS VEH STALLD, CLLD POLICE TO LOC. T  
 DEALER CODE : 42344 GURNEE DODGE INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14953328</b>
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<b>VIN</b>	2B3KA53H7 6H [REDACTED]	<b>Open Date</b>	05/19/2006	<b>Built Date</b>	10/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	11/11/2005	<b>Mileage</b>	7,050	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	42189	CENTURY DODGE INC			
<b>Dealer Address</b>	13500 TELEGRAPH ROAD				
<b>Dealer City</b>	TAYLOR	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48180
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	DETROIT MI [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	Customer request for reodside services.
Corporate - Warranty Coverage - Default - Default - Default	Customer requested information on warranty coverage.

Customer requested information towing assistance. Agent advised customer that he was covered to the nearest dealer. Agent provided roadside assistance contact number. Customer requested information on warranty coverage. Agent advised customer that the vehicle was covered under a 'bumper to bumper' warranty, that covered non wearable items if the issue is deemed to be a manufacturer or material defect.

\*\*\*Owner calls back regarding over heating problem and no power steering. States vehicle was taken to dealer because it cut off on the highway. When he went to pick it up dealer was test driving and it stalled again. States they had to keep it over the week end. Owner concerned with the safety. Called dealer service manager Rich who states the belt came off the pulley and caused the vehicle to overheat. States they found the problem and it should be fixed shortly.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>14977622</b>
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<b>VIN</b>	2C3KA63H1 6H [REDACTED]	<b>Open Date</b>	05/26/2006	<b>Built Date</b>	09/01/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/26/2005	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	67858	MOORE CHRYSLER-JEEP INC			
<b>Dealer Address</b>	8600 W BELL RD				
<b>Dealer City</b>	PEORIA	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85382
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MILWAUKEE W [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2006-05-24  
 Road Side File Created 05-26-06 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 NW GRAND AVENUE 8600 W BELL RD  
 N PRIMROSE STREET  
 EL MIRAGE PEORIA  
 AZ USA AZ  
 CALLER\_COMMENTS VEHICLE STALLED WHILE DRIVING..CA  
 DEALER CODE : 67858 MOORE CHRYSLER-JEEP INC

**Customer Assistance Inquiry Record (CAIR)#****15003026**

<b>VIN</b>	2C3KA63H3	6H [REDACTED]	<b>Open Date</b>	06/02/2006	<b>Built Date</b>	05/06/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	10/22/2005	<b>Mileage</b>	11,500	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44746	KAYSER CHRY CENTER OF WATERTOWN	INC			
<b>Dealer Address</b>	105 HWY 16 FRONTAGE RD					
<b>Dealer City</b>	WATERTOWN		<b>Dealer State</b>	WI	<b>Dealer Zip</b>	53094
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	WATERTOWN WI [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - No Start - Default

Vehicle stalls and will be down for 5 days. Owner seeks rental. Spoke with SM Carl at dealer 44746 who confirms electroic module failed and will not be available for 5 days. Part is on VOR. Preauthorized rental up to 5 days as goodwill. Auth# UN01365750602

**Customer Assistance Inquiry Record (CAIR)#** **15005726**

<b>VIN</b>	2C3LA63H6	6H [REDACTED]	<b>Open Date</b>	06/05/2006	<b>Built Date</b>	06/06/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	08/13/2005	<b>Mileage</b>	7,753	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	06333	MCCUNE CHRYSLER PLYMOUTH JEEP	EAGLE				
<b>Dealer Address</b>	2340 NATIONAL CITY BLVD						
<b>Dealer City</b>	NATIONAL CITY			<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91950
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	CHULA VISTA CA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2006-06-01  
 Road Side File Created 06-05-06 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 CHULA VISTA NATIONAL CITY  
 CA USA CA  
 CALLER\_COMMENTS 01- VEH STARTS BUT STALLS // THEF  
 DEALER CODE : 06333 MCCUNE CHRYSLER PLYMOUTH JEEP

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15009895</b>
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<b>VIN</b>	2B3KA53H3 6H [REDACTED]	<b>Open Date</b>	06/07/2006	<b>Built Date</b>	08/15/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	04/20/2006	<b>Mileage</b>	1,083	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	68736	BLACKWELL-BALDWIN DODGE INC
<b>Dealer Address</b>	1660 BUSINESS 60 WEST	
<b>Dealer City</b>	DEXTER	<b>Dealer State</b> MO
		<b>Dealer Zip</b> 63841

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	BERNIE MO [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Corporate - Roadside Services - Warranty - Towing - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner was notified that someone from the business center or the dealer will contact them about the defect notification card they sent to DCCAC. The engine stalls out when the gas tank is at one quarter full. Please investigate to find out what we can do for the customer.

060706-reassigned to DM for review & final resolution..wdt

060906 DM has been in contact with dealer personnel.

063006 DM contacted Darren at Blackwell. Owner does not want vehicle back. DM to process trade assist at no usage due to low mileage. MSRP difference.

**Customer Assistance Inquiry Record (CAIR)#** **15048830**

<b>VIN</b>	2C3LA63H9 6H [REDACTED]	<b>Open Date</b>	06/15/2006	<b>Built Date</b>	03/31/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/05/2005	<b>Mileage</b>	10,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	65808	ACELLA CHRY PLYM JEEP EAGLE			
<b>Dealer Address</b>	1855 HYLAN BOULEVARD				
<b>Dealer City</b>	STATEN ISLAND	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	10305
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	HUNTER NY [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Loses power and stalls out. Owner sustained injuries during last incident
Corporate - Property Damage - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Unknown - Unknown - Accident - Default	

Owner states intermittent but dealer verified issue with vehicle.  
 WRiter notes warranty record.  
 \*\*\* Owner states that during the most recent incident of stalling while on the freeway, owner 'banged up' his knee in attempting to get vehicle over median and to the shoulder while engaging emergency brake. Owner also states that vehicle underside is scraped. Writer advised owner that cair to be sent to Special Investigations for review.  
 \*\*\*\*\*  
 Occurred on 6/14/06 at about 7:00p on the Staten Island Expressway in Staten Island NY. Injuries were to right knee. (Owner states that he has had prior surgeries to this knee.) Insurance has not been contacted.  
 Vehicle is at:  
 ACELLA CHRY PLYM JEEP EAGLE  
 1855 HYLAN BOULEVARD  
 STATEN ISLAND, NY 10305  
 718-667-9191  
 No other vehicles involved, and no police report.  
 Writer advised owner of Special Investigation procedure.  
 \*\*\*\*\* Dealer call \*\*\*\*\*  
 Jamie from the dealership seeking an update on the above issue. Agent advised that special investigation is handling the CAIR and that the cusotmer was informed of the procedure. Jamie inquired on when the inspector is going to be sent out, agent advised that no schedule has been noted yet but if an update is needed right now the customer can call in for a transfer to special investigations. Jamie understood.  
 6/16/06.....ALLEGED INJURY TO 82T.  
 Customer seeking update on inspection. Agent transferred customer up to tier three.

\_6/20/06 sending back to SI for F/I/P Codes , thanks jlg117

\*\*\*Owner calls for an update. Writer contacted RAB32 who will follow through with contacting the legal department. Writer authorized a rental for five days at \$40. per day (New York). Writer contacted dealer 65808 and spoke to Mike, and gave him the file number. The owner was referred to Mike for a rental.

\_6/20/06 assigned to kwk3/jlg117

CAIR NUMBER 15048830 REQUEST EAA INSPECTION 06-20-2006 16:03

CAIR NUMBER 15048830 E-MAIL SENT TO EAA 06-20-2006 16:03

\_6/21/06 inspection cancelled with EAA jlg117

\_6/21/06 forward to Warranty Litigation TNT16/jlg117

6/22/06....OWNER CALLING AGAIN FOR UPDATE.....WANTS RENTAL CAR EXTENSION. EXPLAINED THAT WE, SI/CALL CENTER, CANNOT COMMENT ON THE HANDLING OF THIS MATTER.

PLEASE ADVISE OWNER OF WHAT WILL HAPPEN FROM THIS POINT SINCE SI/CALL CANNOT KEEP OWNER INFORMED.

OWNER S ORIGINAL CONTACT WAS ON 4/10/06. THIS CAIR OPENED ON 6/15.

\*\*\*Owner said that he has taped the calls with DCCAC. Writer advised him that I did not agree to have my conversation taped and since this area is not involved, the call was ended.

\_6/22/06 forward to Warranty Litigation TNT16/jlg117

CALL CENTER SHOULD NOT BE INVOLVED IN THIS AT ALL FROM THIS POINT.

Owner calls back.

Informed owner DCX special investigations will have to review report.

SI WILL NOT BE INVOLVED IN THIS AT ALL....THIS IS A WARRANTY LITIGATION MATTER AT THIS POINT.....OWNER SHOULD BE INFORMED THAT WE CANNOT SPEAK WITH HIM ANYMORE.

Customer called, writer advised that I can not discuss this as it is in product litigation.

\*\*\*\*\*Dealer Line\*\*\*\*\*

Caller is Jamie from Acella seeking an update. Advised Jamie inspection has been cancelled and DCCAC/SI would not be able to speak with the customer on the issue. Agent provided number to Customer Claims Resolution Group as product is in litigation.

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Advised owner the same he has been previously told. He pretends not to know anything.

Says he will contact the US Attorney Generals office.

No further discussion.

\*\*\*\*\*Received call from jamie at 65808 concerning this issue. Writer consulted with wpj1 , who is doing more research into situation.

Jamie - Service Manager from dealership 65808 states that he is seeking information on inspection for this customer. Agent advised Jamie that TGC15 is working on this request and will contact Jamie back once the information is received.

\*\*Reviewed again with wpj1. This is an issue to be handled between customer and product litigation, as it is a legal issue. If dealer is seeking information, he will need to contact customer for an update. DCCAC had no knowledge of situation between customer and litigation. Jamie states that vehicle has been fixed and customer is just waiting for inspection. Discussed with wpj1, and the vehicle should be returned to the customer. If customer has any questions or concerns, she should contact the product litigation contact with whom she has been handling situation. There is no information DCCAC or Dealer can provide customer.

\*\*\*Owner calls for an update. Writer reviewed the file and when returning to the owners phone line, he had disconnected. If he calls back, please refer him to ISG.

Owner called back. Advised of above.

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Owner calls back seeking more information - referred to ISG, provided number.

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**Customer Assistance Inquiry Record (CAIR)#** **15051190**

<b>VIN</b>	2B3KA53H3	6H [REDACTED]	<b>Open Date</b>	06/15/2006	<b>Built Date</b>	04/26/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	05/27/2006	<b>Mileage</b>	950	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	67962	POTAMKIN'S PLANET DODGE				
<b>Dealer Address</b>	9975 N W 12TH STREET					
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33172	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	HIALEAH FL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states car shut off after hard breaking.
Product - Air Conditioning / Heater - Unknown - Noisy - Default	Customer states that the air conditioner is making a noise.

Customer called stating his vehicle shut off after hard breaking. Customer inquired if this is normal. Customer also states the air conditioner is making a noise. Agent advised customer to take vehicle to dealer.

**Customer Assistance Inquiry Record (CAIR)#** **15126305**

<b>VIN</b>	2C3KK63H3 6H [REDACTED]	<b>Open Date</b>	07/06/2006	<b>Built Date</b>	02/02/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	03/31/2006	<b>Mileage</b>	1,800	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	10905 S AUTO MALL DRIVE				
<b>Dealer City</b>	SANDY	<b>Dealer State</b>	UT	<b>Dealer Zip</b>	84070
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MURRAY UT [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default [REDACTED]

Owner calls stating that the vehicle is unsafe to drive, and that the dealership can't fix it. Agent reviewed STAR file. Owner says that he doesn't believe that a co-pilot has been installed, and that he currently has the vehicle. Owner says that he no longer wants to drive the vehicle. Informed owner that the file would be sent to the SM for review with the DM. Informed SM Cody of direct-to-dealer cair being sent.  
 \*\*\*\*\* ATTENTION SERVICE MANAGER \*\*\*\*\*  
 Please continue seeking technical assistance (district manager/zone/STAR) in an attempt to resolve customer's concern. Please update with final resolution.  
 REASSIGNED TO BC/DLR 74 08011 07/06/06 11:28 O 15126305  
 dpm5 T/A Denver BC engineering has been contacted. Dealer is attempting to capture the event on the Star scan mobil tool so engineering can look at the recording and evaluate the potential cause of the phenomenon. DPM5 will follow up with dealer and engineering.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15134458</b>
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<b>VIN</b>	2B3KA53H7	6H [REDACTED]	<b>Open Date</b>	07/10/2006	<b>Built Date</b>	08/26/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	10/22/2005	<b>Mileage</b>	9,500	<b>Dealer Zone</b>	32	NEW YORK	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	41668	PAUL BAILEY'S DODGE					
<b>Dealer Address</b>	6600 POST ROAD						
<b>Dealer City</b>	NO KINGSTOWN			<b>Dealer State</b>	RI	<b>Dealer Zip</b>	02852
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	WARWICK RI [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2006-07-08  
 Road Side File Created 07-10-06 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 70 COLLINGWOOD DRIVE 6600 POST ROAD  
 PALACE AVENUE  
 WARWICK NO KINGSTOWN  
 RI USA RI  
 CALLER\_COMMENTS VEH BUCKING AND THEN STALLED TOW\_  
 DEALER CODE : 41668 PAUL BAILEY S DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15150470</b>
<b>VIN</b>	2D4GV5729	6H [REDACTED]	<b>Open Date</b>	07/12/2006	<b>Built Date</b>	12/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD		
<b>In Service Dt</b>	02/28/2006	<b>Mileage</b>	12,173	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	43436	POWER DODGE VALENCIA				
<b>Dealer Address</b>	23820 CREEKSIDE ROAD					
<b>Dealer City</b>	VALENCIA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91355	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	THOUSAND OAKS CA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Caller states check engine light is on.
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Caller states that he took his vehicle in to dealer 41598 for service. Caller states the vehicle was running fine when he took the vehicle to the dealership but after he got it back all the lights came on in the instrument panel. Caller states that he took the vehicle to dealer 43436 and they advised him there was no codes stored in the vehicle. Caller wanted to know if there was a technician he could speak with at the corporate office. Agent informed caller the service departments are the technical assistance. Agent contacted dealership to notify them a direct to dealer would be sent. The Service Manager and all advisors were busy. Agent advised customer writer would try to call back later and advise the dealership get other parties involved. Agent provided reference number, caller was pleased.

Agent called dealership back and spoke with David the Service Manager. David states the vehicle was brought in for stalling and lights were on. David states that there was no codes found and they drove the vehicle for about 40 miles and could not duplicate the stalling issue. David states that he has not contacted STAR because they will ask him if they have been able to duplicate the problem.

Customer states he is still having a stalling issue. Agent advised that we will be able to get additional parties involved once the vehicle is at the dealer. kCustomer states he will call back tomorrow.

Customer is calling back and states that vehicle is at dealership 43436. Customer states that he has been having electrical issues with vehicle. Customer claims that he was told by dealership 41598 that after-market alarm system put in by dealership 43436 is causing these electrical issues. Agent advised customer to let dealership 43436 re-diagnose vehicle. Customer states that computer does not hold codes. Agent contacted dealership 43436 and spoke with SM David who stated that they will need to diagnose vehicle. Agent relayed information to customer. Customer states that it is his third time that he is bringing vehicle to dealership.

Customer stated that his vehicle was to be ready by today, but the part is not there. Customer stated that his vehicle has been at the dealership for a week. Agent attempted to call the dealership but no one answered the call. Agent offered the customer a call back when he is able to speak to the dealership. Customer asked if anyone else can take care of this issue for him. Agent told the customer that he is the person who can handle his issue for him. Agent told the customer that as soon as he speaks to the dealership, that he will call him back about this issue.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15165830</b>
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<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	07/17/2006	<b>Built Date</b>	06/26/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/25/2005	<b>Mileage</b>	10,936	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	63051	SALEM CHRYSLER JEEP INC
<b>Dealer Address</b>	5010 SALEM AVE	
<b>Dealer City</b>	DAYTON	<b>Dealer State</b> OH <b>Dealer Zip</b> 45426

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

Product - Unknown - Unknown - Stalling - Default	Customer stated that the vehicle will stall every time he turns.
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Customer states that every time it is humid outside and or it rains and he turns the vehicle it will die on him. Customer asked agent if this is a known factor and how to fix the issue. Agent informed customer that agent did not have the information on the issue with the vehicle. Agent informed customer to contact a Dodge, Chrysler, or Jeep dealership in his area for technical support in this issue. Customer stated that he wanted to speak with someone in Detroit. Agent advised customer that there is no one else he could speak with. Customer stated that he wanted to document a complaint and DCX can have the vehicle back. Customer then disconnected the call.

**Customer Assistance Inquiry Record (CAIR)#** **15203987**

<b>VIN</b>	2C3KA63H9 6H [REDACTED]	<b>Open Date</b>	07/25/2006	<b>Built Date</b>	11/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/31/2006	<b>Mileage</b>	14,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	67920	GALEANA CHRYSLER JEEP INC			
<b>Dealer Address</b>	180 GREYSTONE BLVD				
<b>Dealer City</b>	COLUMBIA	<b>Dealer State</b>	SC	<b>Dealer Zip</b>	29210
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	COLUMBIA SC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default | Caller states that vehicle dies while driving.

Customer states that vehicle will shut off while driving. Customer states that both selling dealership and 67920 have seen the vehicle twice and not been able to find cause of concern. Customer states that several diagnostics done and the PCM reprogrammed. Customer states that software has been updated. Customer states concern is intermittent. Customer states that concern started in April but that dealership cannot find the problem. Customer states that she will be pursuing lemon law on the for the state of SC.  
 Customer states that she is sending in the defect notification card. Agent advised that once card is recieved, customer will be contacted.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15210783</b>
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<b>VIN</b>	2C3KA63H7 6H [REDACTED]	<b>Open Date</b>	07/26/2006	<b>Built Date</b>	10/25/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/18/2006	<b>Mileage</b>	3,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	65688	EASTGATE CHRYSLER JEEP INC			
<b>Dealer Address</b>	500 N SHADELAND AVENUE				
<b>Dealer City</b>	INDIANAPOLIS	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	46219
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	INDIANAPOLIS IN [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Vehicle stalled
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Dealer replaced the Fuel tank, 3 weeks later it started to downshift at 65MPH, dealer could not identify the issue. Problem returned that weekend. Vehicle has been there for several days now. Dealer cannot duplicate. Owner is in a dealer loaner of a 300. Owner is contemplating repurchase options. Writer is sending a direct to dealer cair.  
 \*\*\*\*\*ATTENTION SERVICE MANAGER\*\*\*\*\*  
 Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.  
 REASSIGNED TO BC/DLR 42 65688 07/26/06 17:53 O 15210783  
 \*Contact Date:08/08/2006  
 Service Director at the dealership has updated the Cair# 15210783  
 The vehicle has been diagnosed.  
 9-6-06 The dealership could not duplicate the concern. They put a co-pilot on it and no problem came up. close. BS

**Customer Assistance Inquiry Record (CAIR)#** **15227654**

<b>VIN</b>	2B3KA73W8 6H [REDACTED]	<b>Open Date</b>	07/31/2006	<b>Built Date</b>	05/03/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	06/10/2006	<b>Mileage</b>	4,400	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	57765	FREEHOLD DODGE INC			
<b>Dealer Address</b>	SOUTH STREET AT RT9				
<b>Dealer City</b>	FREEHOLD	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07728

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

Product - Drivability - Unknown - Hesitation/No Power - Default	Lacking power, poor performance.
Product - Brakes - Unknown - Defective - Unknown	
Product - Electrical - Power Windows - Defective - Unknown	
Product - Unknown - Unknown - Accident - Default	

Owner alleges that he has taken his vehicle to 2 dealer for his drivability concern and it is still not right. Writer called Ron Murphy in service at dealer 60011 who advised that the vehicle was in on 7/28/06 who advised that the transmission was updated with a TSB that addresses full throttle shift concern. Ron advised that the vehicle drove properly but they performed the TSB anyway as a precaution. Ron advised that the vehicle is driving per specifications.

Writer explained to the customer that until the dealer finds a problem, there is nothing that can be done.

Customer states he is having issues with vehicle. Customer states when he bought vehicle the rear seat headrests was ripped, the vehicle was dirty and the molding was scratched up around the rear window. Customer states he is having issue with brakes, air conditioner leaking water out of vents, power windows not working all the time and vehicle gets no power. Customer states he has been at two different dealerships for diagnosis of no power issue but was told there are no codes with vehicle and cusotmer was asked not to return. Agent advised customer until dealer finds an issue there is no further assistance agent can offer at this time.

\*\*Owner states he does not want to go back to Ertley where he purchased the vehicle. States he would like to speak with a district manager in his area. Seeking a dealer to go to.

Writer located Freehold and spoke with Jay in service to inform of problems with power window, air conditioner leak, brake concern and no power problem.

States he can look at vehicle on Thursday.

\*\*\*\* Begin structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Owner Alleges:

Owner s boyfriend, [REDACTED], states that vehicle stalled, and owner hit a telephone pole because of stalling.

Description of the incident (what, when, where, injuries, etc)

Damage to left front fender and bumper/grille. Occurred on 8/1/06 at 11:30pm in Marlboro NJ. No injuries.

Has the owners insurance company been contacted ?

No.

If yes provide name/policy number and phone number

n/a

Where is the vehicle exactly located (provide name/address/phone #)

FREEHOLD DODGE INC

SOUTH STREET AT RT9

FREEHOLD, NJ 07728

732-462-1600

Is there property damage or other vehicles involved in the accident?

No.

Has a Police or Fire report been filed (what municipality & report #)

Owner is going to file a police report today.

\*\*\*\* End structured narrative SI POLICY FIRE OR ACCIDENT \*\*\*\*

Writer advised owner of Special Investigation procedure.

Owner states he would like to be called to be present at inspection.

8/2/06.....TO 82T.

ALLEGATION IS STALLING CAUSED ACCIDENT.....NO INJURIES.

8/2/06 assigned to tk27/jlg117

CAIR NUMBER 15227654 REQUEST EAA INSPECTION 08-02-2006 14:54

CAIR NUMBER 15227654 E-MAIL SENT TO EAA 08-02-2006 14:54

Inspection Requested: 8/2/2006 (KSmolinski)

Customer stated that he would like to know when the inspector is coming out. Agent referred the customer to CCRG.

Inspection Conducted: 8/10/2006 (KSmolinski)

Inspection Report Received: 8/10/2006 (KSmolinski)

Resolution Letter Sent: 8/11/2006 (KSmolinski)

Resolution Letter Sent: 8/11/2006 (DTemp2)

3/28/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

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**Customer Assistance Inquiry Record (CAIR)#** **15228186**

<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	07/31/2006	<b>Built Date</b>	05/25/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	07/10/2005	<b>Mileage</b>	12,365	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	44819	FAIRBANKS DODGE			
<b>Dealer Address</b>	5401 WEST SAMPLE RD				
<b>Dealer City</b>	COCONUT CREEK	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33073
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	WESTON FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	'Vehicle stalls intermittently when engine runs idle or when driving.'
Corporate - Lemon Law - Default - Default - Default	Received FL Motor Vehicle Defect Notification via certified mail

\_ \* Customer sent in FL Motor Vehicle Defect Notification  
 Claims the vehicle has been out of service at least 15 days.  
 Description of continuing defect(s) or condition(s):  
 'Vehicle stalls intermittently when engine runs idle or when driving.'  
 \* Contacted customer and advised of receipt and handling of correspondence.  
 \* Writer advised someone should be contacting customer on behalf of the Business Center within the next few business days.  
 \*\*\*\*\* ATTENTION: BUSINESS CENTER \*\*\*\*\*  
 Writer reassigning to Business Center for handling.  
 Please have customer notified of resolution.  
 Make sure customer is made fully aware of DCX position.  
 Please have file updated with final resolution.  
 \*\*\*\*\*  
 Writer will forward Customer Assistance/Inquiry Record (CAIR) to the appropriate Business Center personnel.  
 \*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 8/1/06\*\*\*\*\*  
 SEE ABOVE CONCERNS.  
 8/2/06 spoke to owner. acknow. rec. of mvdn. owners concern is veh stall at random, when driving and in idle. veh is currently at University advised owner i would contact the sm/dm regarding owners concerns and then get back to him. owner to fax wro from Fairbanks Dodge for review, owner is claiming over 30 down days.  
 spoke to sm/Peter, who state veh has been there since 7/27/06, they have dup the stall concern several times, and are addressing the concern.  
 advised sm to contact dcx tech if he needs assist. sw69  
 8/7/06 REQ UPDATE FROM SM/PETER  
 SPOKE TO SM/PETE, WHO WILL CONTACT DCX TECH FOR ASSIST. SW69  
 8/10/06 SPOKE TO OWNER, WHO STATES DEALER UNABLE TO RESOLVE CONCERN, WORKING WITH STAR AND DCX TECH, STALLING CONTINUES TO OCCUR. OWNER IS REQ OUT OF VEH DUE TO OVER 40 DOWN DAYS.  
 REVIEWED SVC FILE, OWNER DOES HAVE EXCESSIVE DOWN DAYS, CHRYSLER HAS AGREED TO SETTLE WITH OWNER. SW69  
 8/10/06 TEMPLATE SENT TO ISG

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15228541</b>
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<b>VIN</b>	2C3LA63H1 6H [REDACTED]	<b>Open Date</b>	07/31/2006	<b>Built Date</b>	05/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/11/2005	<b>Mileage</b>	17,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PP4	SATIN JADE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	66692	FISHER CHRYSLER DODGE JEEP INC
<b>Dealer Address</b>	349 EAST 32ND STREET	
<b>Dealer City</b>	YUMA	<b>Dealer State</b> AZ <b>Dealer Zip</b> 85364

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

Product - Drivability - Unknown - Stalling - Default	Customer states that his vehicle some times looses power
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Customer requesting a buy back on his vehicle. Customer states vehicle is unsafe. Customer states that when the vehicle is turned sometimes it looses power. Customer states that the dealer could not diagnosis the vehicle. Agent attempted to call dealer service manager was out to lunch . Agent offered customer a call back.

Customer calling in regards to the vehicle dying when going into turns. Customer stated that the vehicle has been to the dealership and they can not diagnose the vehicle. Customer stated that the vehicle is unsafe and he wants out of this vehicle. Agent contacted the dealership and spoke to Rick in the service department. Rick stated that the vehicle has been there several times in regards to this issue however, the issue has not been duplicated nor has the vehicle been diagnosed. Rick also stated that the information was faxed to another agent here at DCCAC. Agent informed customer that they spoke to Rick at the dealership. Customer was informed that at this time the only thing that DCCAC would be able to inform them as of right now is to continue to work with the dealership until the issue is duplicated by the dealership. Customer stated that he has working with the dealership. Customer requesting arbitration. Agent informed customer that as far as arbitration goes he would need to refer to the blue and white booklet in the vehicle and mail in the card. Customer understood and stated that if anything happens to him and his family he will sue. Customer also stated that he will be making a formal complaint to the BBB and the Attorney General s office and disconnected call.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15242805</b>	
<b>VIN</b>	2B3KA53H6	6H [REDACTED]	<b>Open Date</b>	08/02/2006	<b>Built Date</b>	09/29/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	03/06/2006	<b>Mileage</b>	4,500	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	67569	INTEGRITY CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	6770 REDWOOD STREET						
<b>Dealer City</b>	LAS VEGAS			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89118
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	(702) 739-9565	
	LAS VEGAS NV [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Brakes - Unknown - Noisy - Unknown	
Product - Drivability - Unknown - Stalling - Default	

Owner states there is a abnormal brake noise and the engine stalled out.  
A dealer direct cair was sent today.Please investigate to find out what we can do for the customer.  
REASSIGNED TO BC/DLR 71 67569 08/02/06 17:03 O 15242805  
\*Contact Date:08/03/2006  
Dealer 67569 has updated the mileage to 4452.  
Service Manager at the dealership has closed the Cair# 15242805  
Vehicle modification/abuse has been detected and customer has been provided with the explanation.  
CAIR RETURNED FROM DEALER ON 8/03/2006 AT 12:56:660 R 15242805

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15260328</b>
<b>VIN</b>	2B3LA53H7	6H [REDACTED]	<b>Open Date</b>	08/07/2006	<b>Built Date</b>	04/26/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	05/29/2006	<b>Mileage</b>	3,522	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	24195	HAYWARD CHRYSLER JEEP				
<b>Dealer Address</b>	20095 MISSION BOULEVARD					
<b>Dealer City</b>	HAYWARD			<b>Dealer State</b>	CA	<b>Dealer Zip</b> 94541
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	CASTRO VALLEY CA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2006-08-03  
Road Side File Created 08-07-06 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
2434 WHIPPLE ROAD 20095 MISSION BOULEVARD  
WIEGMAN COURT  
HAYWARD HAYWARD  
CA USA CA  
CALLER\_COMMENTS STARTED THEN STALLED OUT TOW\_COMM  
DEALER CODE : 24195 HAYWARD CHRYSLER JEEP

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15265288</b>
<b>VIN</b>	2C3LA73W6	6H4	<b>Open Date</b>	08/07/2006	<b>Built Date</b>	04/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD		
<b>In Service Dt</b>	06/10/2006	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	26550	BOB BAKER CHRYSLER JEEP				
<b>Dealer Address</b>	5555 CAR COUNTRY DR					
<b>Dealer City</b>	CARLSBAD	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92008	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	SAN MARCOS CA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Transmission / Transaxle - Unknown - Other - Default	Customer states that he has had problems with transmission.
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Customer states that he has had problems with his transmission. Customer states the vehicle stalls when he shifts from 1 to 2 gear the vehicle stalls and turns off and then the vehicle comes back on and goes into 2nd gear. Customer also states the vehicle hesitates when he is cruising down the road. Agent called dealership 26550 and ask ti speak to service manager and agent was transferred to voice. Agent advised customer that he will get a call back when agent contacts the service manager. Customer calling on above issue. Customer states he has picked the vehicle up and is having the same issue with the gear. Customer states he is going to take the vehicle back to the dealership. Agent contact dealership a voice message advising them of the direct to dealer. Agent advised customer DCX is going to get other parties involved with the issue. Agent advised customer to keep working with the dealership.

\*\*\*\*\*ATTENTION SERVICE MANAGER\*\*\*\*\*

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 71 26550 08/09/06 13:58 R 15265288  
8/17/06 DM spoke with service manager AI and was informed that found that owner is attempting to make a hard acceleration with the traction control on which will cut power on the motor to prevent wheel spin, they showed owner that he needs to shut off traction control when making hard acceleration. Vehicle operating as designed. RJC58

**Customer Assistance Inquiry Record (CAIR)#** **15268913**

<b>VIN</b>	2B3LA73WX	6H3 [REDACTED]	<b>Open Date</b>	08/09/2006	<b>Built Date</b>	02/14/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD		
<b>In Service Dt</b>	03/10/2006	<b>Mileage</b>	3,822	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	44684	ANTIOCH CHRYSLER JEEP DODGE INC				
<b>Dealer Address</b>	1810 AUTO CENTER DR					
<b>Dealer City</b>	ANTIOCH	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	94509	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	CERTIFIED LETTER	
<b>Address</b>	[REDACTED]		CIMS 485-06-73	<b>Home Phone</b>	[REDACTED]	
	ANTIOCH CA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default

Cair closed to buyback file 15133361.

**Customer Assistance Inquiry Record (CAIR)#****15282645**

<b>VIN</b>	2C3LA63H3 6H [REDACTED]	<b>Open Date</b>	08/10/2006	<b>Built Date</b>	11/26/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	02/14/2006	<b>Mileage</b>	3,618	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	41598	WESTOAKS CHRYSLER-DODGE INC			
<b>Dealer Address</b>	3839 AUTO MALL DR				
<b>Dealer City</b>	THOUSAND OAKS	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91362
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	OAK PARK CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default

Vehicle is stalling.

Customer called in stating that his vehicle has been at the dealer for a month now. Customer is seeking buyback. Writer referred customer to blue and white booklet.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15285517</b>
<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	08/11/2006	<b>Built Date</b>	08/30/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	09/16/2005	<b>Mileage</b>	7,778	<b>Dealer Zone</b>	71 LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	65428	MOOTHART CHRYSLER JEEP INC				
<b>Dealer Address</b>	18201 STUDEBAKER ROAD					
<b>Dealer City</b>	CERRITOS	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	90701	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	LYNWOOD CA [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Drivability - Unknown - Stalling - Default | Customer states she is afraid drive the vehicle.

Customer states she is afraid to drive the vehicle because the engine stalls and shuts down and it rattles. Customer has taken the vehicle in three times now for the same issue. Customer states they can not find what is wrong with the vehicle. Agent spoke with Gary, SM. Gary stated that the vehicle was driven 162 miles and could not duplicate the problem. Gary states that there is no fault code found. Customer seeking her money back for the vehicle. Agent referred customer to blue and white booklet. Agent informed customer that documentation will be sent to the dealer for a resolution. Customer is pleased with decision.  
 \*\*\*\*\*ATTENTION SERVICE MANAGER\*\*\*\*\*  
 Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.  
 REASSIGNED TO BC/DLR 71 65428 08/11/06 13:07 O 15285517  
 \*Contact Date:08/15/2006  
 Service Manager at the dealership has closed the Cair# 15285517  
 Complaint could not be duplicated and explanation has been provided to customer.  
 Request was reviewed with DM.  
 CAIR RETURNED FROM DEALER ON 8/15/2006 AT 04:10:153 R 15285517  
 Customer calling back states that she is afraid to drive vehicle.  
 Customer states that the vehicle stalls. Agent read previous narrative and advised customer at this time she will need to continue working with the dealer. Agent advised that a problem with vehicle has currently not been found and we have sent a file to dealer to get additional parties involved and she needs to continue to work with dealer for resolution.  
 Customer handed phone to someone else who ask to speak to manager. Agent advised customer that she is speaking to right person empowered by Chrysler to make these decisions and at this time she needs to work with dealer. Customer wanting to know agents first and last name. Agent provided first and employee id.  
 customer calling on above stalling issue. Customer states vehicle is at dealer and she wants it bought back. Agent advised lemon law is a state process. And she would need to contact attorney general for information on the process.

110606..sending file to isg to repurchase the owners vehicle..slw5  
11/08/06 File forwarded to ISG via database. pjo4.

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**Customer Assistance Inquiry Record (CAIR)#** **15286224**

<b>VIN</b>	2B3LA53H8 6H [REDACTED]	<b>Open Date</b>	08/11/2006	<b>Built Date</b>	11/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	12/29/2005	<b>Mileage</b>	14,350	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	43535	VALLEY DODGE INC			
<b>Dealer Address</b>	6110 VAN NUYS BOULEVARD				
<b>Dealer City</b>	VAN NUYS	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91401

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

Product - Drivability - Unknown - Stalling - Default	
Referral - Legal - Default - Default - Default	

081106..Attorney Demand received...BJ1

**Customer Assistance Inquiry Record (CAIR)#** **15330860**

<b>VIN</b>	2C3LA63H6 6H [REDACTED]	<b>Open Date</b>	08/22/2006	<b>Built Date</b>	10/01/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	01/13/2006	<b>Mileage</b>	5,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44829	LEE CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	5200 SOUTH FERDON BLVD				
<b>Dealer City</b>	CRESTVIEW	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32536
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	PORT SAINT LUCIE FL [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default      Customer Inquiring about potential recalls on his vehicle.

Customer stating he had issue with stalling in his vehicle, a one time occurrence. Writer advised customer to seek a certified daimlerchrysler dealership to check out the problem, as he is still under warranty. Customer also looking into potential recalls on the vehicle. Writer advised him that there are not any incomplete recalls on his vehicle.

**Customer Assistance Inquiry Record (CAIR)#****15372916**

<b>VIN</b>	2C3LA63H4 6H [REDACTED]	<b>Open Date</b>	09/01/2006	<b>Built Date</b>	09/19/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/06/2006	<b>Mileage</b>	10,285	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PYG	LINEN GOLD METALLIC PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	66579	COUNTY WIDE CHRY-JEEP
<b>Dealer Address</b>	10800 TRASK AVE	
<b>Dealer City</b>	GARDEN GROVE	<b>Dealer State</b> CA <b>Dealer Zip</b> 92842

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

Product - Drivability - Unknown - Stalling - Default	
Referral - Legal - Default - Default - Default	

090106...Attorney Demand received...BJ1

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15426550</b>
<b>VIN</b>	2B3KA53H8 6H [REDACTED]	<b>Open Date</b>	09/14/2006	<b>Built Date</b>	02/12/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	04/28/2006	<b>Mileage</b>	9,840	<b>Dealer Zone</b>	35 WASHINGTON	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	41092	KIRKWOOD MOTORS INC				
<b>Dealer Address</b>	4800 KIRKWOOD HY					
<b>Dealer City</b>	WILMINGTON	<b>Dealer State</b>	DE	<b>Dealer Zip</b>	19808	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	NEWARK DE [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Transmission / Transaxle - Unknown - Other - Default	TSB 18-031-05
Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Transmission Control Module - Intermittent or Inoperative - Default	

Owner calls stating that between 1st and 2nd gear when hard accelerating the vehicle will heistate and sometimes stall. Owner alleges he has been to dealer 41092 3 times for concern and advised that they will not inspect further until DM is contacted. Owner seeks assistance. Called dealer, spoke with Christy who notes TCM was replaced and reprogrammed with software noted in TSB 18-031-05. DM has been contacted and awaiting direction on how to proceed further. Advised owner that per process, file sent direct to dealer for update and resolution.

\*\*\*\*\* ATTENTION SERVICE MANAGER \*\*\*\*\*

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution  
 REASSIGNED TO BC/DLR 35 41092 09/14/06 11:08 O 15426550

Owner calls again to advise condition still persists and happened again today...unhappy and trying to reach DM...advised that file would be updated and request sent for DM contact...ltn

9-19-06 CAIR reassigned to DM John Becker to investigate and resolve. MPW  
 Owner called requesting an update. Writer advised the file was assigned to the DM today and the owner should hear from DCX within a couple days.

9/21/06 - Owner stated he is seeking an update to his file. Writer advised owner there are no updates at this time. Writer advised owner when further information is available, he will be contacted.

Owner called again requesting an update. Writer advised there is no update. Owner states that the dealer advised they cannot do anything without the direction from the DM. The owner will be contacting a lawyer due to lack of contact from DCX.

10-03-06 dm phoned customer no answer left message that dm will call again to contact customer.wb10

10-04-06 contacted dealer 44444 vehicle diagnosed with trans concern appointment set for 11-11-06 wb10

10-04-06 customer returned to dealer 41092 kirwood dodge customer and service mgr test drove vehicle with star scan tool attached , customer could not duplicate stalling concern while driving nor at idle customer to renew d

rivers lics. and will return at a later date.

11-2-06 tech advisor joe odonnell and dm tested vehicle with service manager and could not duplicate customer's concern. vehicle did at one point not perform well but this was not the customer complaint, spoke to ms neeley from dcx legal dept she stated customer vehicle may be repurchased case closed wb10.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15526206</b>
<b>VIN</b>	2C3LA63H26		<b>Open Date</b>	10/09/2006	<b>Built Date</b>	01/23/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	04/28/2006	<b>Mileage</b>	5,200	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	45121	I G BURTON CHRYSLER DODGE JEEP OF	SEAFORD			
<b>Dealer Address</b>	20578 SUSSEX HIGHWAY					
<b>Dealer City</b>	SEAFORD	<b>Dealer State</b>	DE	<b>Dealer Zip</b>	19973	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	SEAFORD DE				<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	tire pressure monitoring system faulty
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	

Owner states he has had multiple concerns with this vehicle. Owner states the transmission is the most unsafe complaint he has. Owner states the dealer has had the vehicle at the shop about 9 times. Owner is demanding that the DM call him within 10 days. Owner has already contacted a lawyer and states he will proceed if he does not receive a phone call. Writer advised she cannot guarantee a return phone call within 10 days. Writer advised the request will be forwarded for review.

Owner states the vehicle stalls without warning. Writer spoke with Charles-SM who states they have been unable to duplicate the concern. Charles will advise the DM of the owner's intentions. Based on no duplication by the dealer and no data from the Star scan tool the CAIR will not be sent to the dealer.

10/24/06 Owner calls back to advise that the vehicle stalled on 10/22/06. Owner advised that the dealer has installed a co-pilot that was in the vehicle when it stalled but did not show any erroneous codes. Writer called Crystal at dealer 45121 who advised that they are in the process of hiring a Service Manager. Crystal advised that she will be contacting the District Manager as well as the servicing technician regarding this vehicle. Owner alleges that his brother works at the dealer and has experienced the stalling concern. Crystal will call me with updates and writer will send the CAIR direct to dealer after I hear back from Crystal.

Steve Mathis GM, called from the selling dealer to advise that they have offered to trade the owner out of the vehicle. Steve believes, as do the technicians, that the owner is driving with his hand on the gear shifter causing the concern. Owner denies that this is the case. Dealer has not been able to find anything wrong with the vehicle. Writer will advise that customer that he will have to continue working with the dealer and the co-pilot in order to get his concerns resolved.

10/24/06 Writer called the customer and advised him that the dealer will continue to diagnose the concern. Writer also advised the customer that the dealer is still will to discuss trade options as well.

10/25/06 DM John Becker called to discuss. DM would like the customer to record the concern more than once on the co-pilot. Owner will be contacted by service department.

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**Customer Assistance Inquiry Record (CAIR)#** **15624662**

<b>VIN</b>	2C3KA63H9 6H [REDACTED]	<b>Open Date</b>	11/03/2006	<b>Built Date</b>	07/01/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/03/2005	<b>Mileage</b>	16,733	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	26001	JIM CLICK CHRYSLER JEEP			
<b>Dealer Address</b>	701 W AUTO MALL DR				
<b>Dealer City</b>	TUCSON	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85705
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	TUCSON AZ 857 [REDACTED]	<b>Country</b>	UNITED STATES		

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

Roadside Assistance Contacted - DATE : 2006-11-01  
 Road Side File Created 11-03-06 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 W ORANGE GROVE ROAD 701 W AUTO MALL DR  
 N LA CHOLLA BOULEVARD  
 TUCSON TUCSON  
 AZ USA AZ  
 CALLER\_COMMENTS WALGREENS PARKING LOT// TOW\_COMME  
 DEALER CODE : 26001 JIM CLICK CHRYSLER JEEP  
 Customer states they have had issues with vehicle. Customer states the vehicle was surging and upon taking it to dealer the issue was never resolved. Customer states the vehicle would shimmy and engine would cut off. Customer states they had the vehicle towed and upon diagnosis the dealer could find nothing wrong. Customer states the vehicle in their opinion has a computer issue. Customer states they had o-rings, front upper control arm, air conditioning and rear door panel. Customer states all the issue with the car were resolved with exception to the vehicle surging, stalling and then becoming inoperable. Customer requests issue to be addressed by Dr. Z. Customer requests address of Dr. Z. Customer states they have an issue they would like to bring to the attention Dr. Z. Agent advised customer of Auburn Hills address.

**Customer Assistance Inquiry Record (CAIR)#****15649087**

<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	11/09/2006	<b>Built Date</b>	12/06/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	01/16/2006	<b>Mileage</b>	10,446	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68064	TAMIAMI CHRYSLER PLYMOUTH JEEP	EAGLE		
<b>Dealer Address</b>	8250 SOUTH WEST 8TH STREET				
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33144
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MIAMI FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Emissions - Unknown - Defective - Default

Customer states that her vehicle has been shutting off.

Customer states that her engine keeps stalling. Customer is calling to let DCX know that she has had this issue with her vehicle. Agent informed customer that we have documented her issue.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15653623</b>
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<b>VIN</b>	2C3LA63H7 6H4 [REDACTED]	<b>Open Date</b>	11/15/2006	<b>Built Date</b>	03/02/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/09/2006	<b>Mileage</b>	9,221	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	51988	NEWLON CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	500 W BROADWAY ST				
<b>Dealer City</b>	NEW LEXINGTON	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	43764
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LANCASTER OH [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner sends in MVDN card MAILED FIRST CLASS and received 11-10-06 Please respond to the owner complaints listed ASAP. Please contact the owner and review the issues noted related to the complaints on this defect notice and resolve as you see fit. Thank You Michael Pawlowski  
 See cair 15662411  
 REASSIGNED TO BC/DLR 42 51988 11/15/06 15:54 O 15653623  
 Parts and service DM has closed cair please see cair # 1566211 for further insight.

**Customer Assistance Inquiry Record (CAIR)#** **15686200**

<b>VIN</b>	2C3KA63H9	6H2 [REDACTED]	<b>Open Date</b>	01/02/2007	<b>Built Date</b>	07/01/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	09/03/2005	<b>Mileage</b>	17,136	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Dealer</b>	26001	JIM CLICK CHRYSLER JEEP				
<b>Dealer Address</b>	701 W AUTO MALL DR					
<b>Dealer City</b>	TUCSON	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85705	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	TUCSON AZ [REDACTED]	<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default | Customer concerned with stalling issue.

Customer sent letter to the attention of Dr. Z. Customer states vehicle died at intersection and was towed to dealer. Customer states dealer could not diagnose the issue. Customer sent letter in previous notes and was advised to continue working with dealer. Agent attempted to contact the customer on 01/02/07 at 2:30pm on the customer s home phone and spoke with Mr. Thomas. Agent advised customer to continue working with dealer. Customer states he has not received recall letter. Agent advised customer his vehicle is not involved in any recalls. Agent advised customer his concerns have been documented and provided reference number.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15692172</b>
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<b>VIN</b>	2B3KA73W2 6H [REDACTED]	<b>Open Date</b>	11/21/2006	<b>Built Date</b>	07/02/2006
<b>Model Year</b>	2006	<b>Body</b>	LDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	07/26/2006	<b>Mileage</b>	2,500	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68551	MOORE CHRYSLER INC			
<b>Dealer Address</b>	1523 WEST 3RD AVE				
<b>Dealer City</b>	WILLIAMSON	<b>Dealer State</b>	WV	<b>Dealer Zip</b>	25661
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	PECKS MILL WV [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customers vehicle stalls.
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Customer stated that vehicle stalls when going up a hill. Customer stated it also stalls on level ground but not as bad. Customer understands tha DCX is to get a program to correct the problem. Customer wanted to know if DCX has the program yet. Agent advised to go to dealership on the information. Agent did not find any information.

**Customer Assistance Inquiry Record (CAIR)#****15712433**

<b>VIN</b>	2C3LA73W3 6H [REDACTED]	<b>Open Date</b>	11/28/2006	<b>Built Date</b>	01/03/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	10/25/2006	<b>Mileage</b>	1,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	60136	FAIR OAKS CHRYSLER JEEP			
<b>Dealer Address</b>	4170 AUTO PARK CIRCLE				
<b>Dealer City</b>	CHANTILLY	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	20151
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	WASHINGTON DC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default

11/27/06 D.M. was asked by the Vice-President of DARCARS Customer Relations to call owner as his vehicle 'stalled' on 11/24/06 and was towed to the closest dealership. Owner is upset with the way the situation was handled. D.M. called owner at phone number provided and left two voice messages for owner.

11/28/06 D.M. was advised by DARCARS that the owner did not want to talk w/ D.M. but the dealer principal of DARCARS. No further action by D.M. at this time. HSJ

**Customer Assistance Inquiry Record (CAIR)#** **15716192**

<b>VIN</b>	2C3KA63H7	6H [REDACTED]	<b>Open Date</b>	11/29/2006	<b>Built Date</b>	03/31/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	09/30/2006	<b>Mileage</b>	7,841	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	60069	STEVE RAYMAN CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	4200 JONESBORO ROAD					
<b>Dealer City</b>	UNION CITY	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30291	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	STOCKBRIDGE GA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states that check engine light comes on intermittently.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer states that service advisor was rude.
Product - Drivability - Unknown - Stalling - Default	Customer states that vehicle stalls.

Customer states that vehicle stalls intermittently. Customer states that the electronic throttle control indicator and check engine light comes on prior to the stalls. Customer states that he has taken vehicle in to dealer 60069 twice for this issue. Customer states that last week dealer indicated that there were 14 different error codes found. Customer feels that dealer was rude and accusatory with him and wants to know if he can take vehicle to another dealer. Agent informed him that he could. Agent informed customer that dealer complaint would be logged and handled internally.

**Customer Assistance Inquiry Record (CAIR)#** **15732134**

<b>VIN</b>	2C3KA63H6 6H [REDACTED]	<b>Open Date</b>	12/04/2006	<b>Built Date</b>	02/11/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	04/18/2006	<b>Mileage</b>	10,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	06333	MCCUNE CHRYSLER PLYMOUTH JEEP	EAGLE
<b>Dealer Address</b>	2340 NATIONAL CITY BLVD		
<b>Dealer City</b>	NATIONAL CITY	<b>Dealer State</b>	CA
		<b>Dealer Zip</b>	91950

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

Corporate - Lemon Law - Default - Default - Default	NEW MOTOR VEHICLE BOARD CASE # C-0177-2007
Corporate - Repurchase - Default - Default - Default	NEW MOTOR VEHICLE BOARD CASE # C-0177-2007
Product - Drivability - Unknown - Stalling - Default	

**Customer Assistance Inquiry Record (CAIR)#** **15738471**

<b>VIN</b>	2C3KA63H9 6H [REDACTED]	<b>Open Date</b>	12/21/2006	<b>Built Date</b>	07/01/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/03/2005	<b>Mileage</b>	17,136	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	26001	JIM CLICK CHRYSLER JEEP			
<b>Dealer Address</b>	701 W AUTO MALL DR				
<b>Dealer City</b>	TUCSON	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85705
<b>Owner</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] PL	<b>Home Phone</b>	[REDACTED]		
[REDACTED]	TUCSON AZ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default      Customer states the vehicle stalls.

Customer sends letter stating that he sent a letter on 11/10/06 addressing an issue with stalling. Customer states in the first letter he advised that the vehicle stalled three times at a busy intersection before being able to get into a nearby parking lot where it stalled three more times. Customer states he contacted roadside assistance an after 40 minutes they were able to get it started. Customer states the tow truck followed them to dealer 26001. Customer states the dealer was not able to duplicate the issue. Customer states he read in the newspaper about recalls on other Chrysler vehicles with similar issues. Customer states he had an incident in November of 2005 where the vehicle lunged into a parking spot and hit a concrete bumper, customer states they did not hit the building. Customer states they then notice the shifter was in neutral. Customer states they are concerned about the safety of the vehicle. Customer will need to work with the dealer to resolve the stalling issues. If in the future a recall issued they will be notified. Agent attempted to contact the customer on 12/22/06 at 4:39pm on the customer s home phone. Customer states the vehicle has not stalled since he wrote the letter. Writer advised customer his concerns have been documented. Customer states he will talk to the government since he cannot get DCX to do anything for him.

**Customer Assistance Inquiry Record (CAIR)#** **15749668**

<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	12/07/2006	<b>Built Date</b>	06/26/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/25/2005	<b>Mileage</b>	16,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	63051	SALEM CHRYSLER JEEP INC			
<b>Dealer Address</b>	5010 SALEM AVE				
<b>Dealer City</b>	DAYTON	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45426

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

Product - Drivability - Unknown - Stalling - Default	Customer stated vehicle stalls.
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Customer stated vehicle stalls. Customer stated vehicle has been to dealership 63051 three times for this issue. Customer stated he wants Chrysler to buy this vehicle back. Customer stated the vehicle stalled out yesterday on the highway while his wife was driving. Agent contacted dealer 63051 and spoke with service advisor Stephen. Dealer stated vehicle was towed in for vehicle stalling out on highway. Dealer stated vehicle had a remote starter the installing aftermarket went to dealership and removed that. Dealer stated vehicle is running in normal condition and starting fine. Dealer stated the remote start had something to do with the vehicle not starting and stalling out. Dealer provided service history on vehicle. Dealer stated vehicle was in on: 7/17/06 1123 miles for customer complaint on engine stalls out when turning left seems to happen when wet outside, no codes for diagnostic, could not duplicate, cleaned throttle body, reprogrammed PCM. 7/13/06 with 10936 miles for completed test with STAR no codes were found, unable to duplicate complaint 9/22/05 with 452 miles for tested with STAR scan no codes were found, test drove vehicle could not duplicate customers complaint, 8/15/05 with 435 miles found oxygen sensor wire loose Dealer stated service manager stated the reason why vehicle did not start was due to the fuse was blown due to aftermarket remote start. Dealer stated they replaced the fuse and vehicle is running fine. Dealer stated they have test drove vehicle twice since they replaced the fuse and removed the aftermarket remote system. agent provided information to customer. customer stated the dealership lied to agent. Customer stated the remote start has nothing to do with this. Customer stated he is going to contact the dealership and he will contact DCX back.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15765921</b>	
<b>VIN</b>	2C3KA63H0	6H	<b>Open Date</b>	12/12/2006	<b>Built Date</b>	06/12/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	08/15/2006	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE					
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					
<b>Dealer</b>	60024	RAMIREZ CHRYSLER JEEP DODGE INC					
<b>Dealer Address</b>	5373 EAST US HWY 83						
<b>Dealer City</b>	RIO GRANDE CITY			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78582
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE	
<b>Address</b>					<b>Home Phone</b>		
	GARCIAVILLE TX				<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default | Customer states that his vehicle dies on him.

Customer states that he is having an issue with his vehicle stalling on him. Customer states that he has taken the vehicle to the dealership a couple of times and they still can not find the issue with the vehicle stalling. Agent advised the customer that he could take it to another dealership for a second opinion. Customer states that he would also like to know how to qualify for lemon law. Agent advised the customer to refer to his blue and white booklet.

Customer stated his vehicle suddenly stalled again today and Customer stated he was almost hit. Customer stated he will not drive vehicle again. Agent stated to Customer to Call Dealership again and state to them that the vehicle stalled again. Customer stated to Customer to refer to his Blue and White booklet. Agent provided customer with the reference number and customer complied.

Customer states that he would like the phone number for the National Center for Settlement Disputes/ DCX Arbitration Process, Dallas Texas. Agent informed the customer that information was not available, but this agent would be happy to help resolve this issue. Customer states that he took the vehicle to dealership 60024. Customer states that the vehicle stalled out on them as well but they were unable to locate the cause. Agent offered to place the customer on hold while the dealership was contacted. Customer stated that he would prefer a callback to number [REDACTED], as he was currently at a funeral. Agent informed customer that it would be later in the afternoon before he was contacted back. Customer stated that would be great. Agent will contact the dealership and the customer later today.

Agent contacted dealership 60024 and spoke with the service manager (SM), Rosebell. Agent informed SM of direct to dealer being sent to get additional parties involved. Agent contacted customer and advised him to stay in contact with the dealership. Agent informed customer that actions have been taken to have other parties brought in to assist in resolving his issue.

\*\*\*\*\*ATTENTION SERVICE MANAGER\*\*\*\*\*

Please follow your Business Center guidelines and, if needed, seek

technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 63 60024 12/21/06 11:56 R 15765921

Customer states that he no longer wants the vehicle. Customer states he is going to drop the vehicle off at dealer 60024. Customer states that the vehicle is dangerous to drive. Customer requests rental while the vehicle is at the dealer. Agent advised customer without a diagnosis rental cannot be provided. Agent contacted dealer 60024 and spoke with service manager, Rosbel. Rosbel states the vehicle was brought in on 11/14/06 at 5937 miles for stalling when coming to a stop. Rosbel states that they replaced the transmission control module at that time. Rosbel states that the vehicle was brought back on 12/5/06 at 6856 miles for stalling. Rosbel states that there was no duplication or codes at the time. Rosbel states the customer was coming to pick up the vehicle and the vehicle stalled at that time and there were stored codes. Rosbel states there was only one update available and they flashed the front control module. Rosbel states that he was told yesterday there would be a direct to dealer coming but that there was not. Agent advised customer he would need to refer to his blue and white booklet for the buyback policy. Agent advised customer that without a diagnosis there would be no rental assistance provided. Customer inquires so there will be no assistance. Agent advised customer that there would be no rental assistance provided. Agent advised customer to call DCCAC back when a diagnosis was complete for rental assistance consideration. Agent sent direct to dealer.

12-21-6 writer will call ROSEBEL SVC MANAGER. jpn

12-27-6 writer will follow up after corporate holidays. jpn

Customer inquiring what he should do next. Customer states his vehicle has been at dealer 60024 for a week. Customer states that he sent in a letter to DCX and he wants to know if we have received it as well. Agent reviewed file and advised customer that DCCAC has not received any letter that he sent in. Agent advised customer that an electric document was sent to dealer 60024 12/20/06 to get some additional parties involved. Agent advised customer that he will need to contact dealer 60024 for any recent updates. Customer states that he contacted dealer 60024 yesterday and they advised him that they could not find anything with the vehicle. Agent advised customer that he will need to continue to work with the dealership. Agent advised customer that if dealer 60024 cannot find anything wrong with his vehicle, DCCAC could not do anything further at this time. Customer inquired if he should get a lawyer. Agent advised customer that this would be at his discretion. Customer inquired if he should leave his vehicle in his front yard and continue to pay for it. Agent advised customer that this will also be at his discretion.

Customer disconnected call.

1-2-7 writer will follow-up this week w/ ROSBEL SVC MANAGER or STEPEHN MIER SVC Director. writer emailed SM requesting update. jpn

1-3-7 writer called SM...dlr cannot duplicate issue. writer suggested MoPar co-pilot. owner has elected to leave car at dealership. owner may want to return to selling dealer for 2nd opinion. jpn

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15772204</b>	
<b>VIN</b>	2B3KA53HX	6H [REDACTED]	<b>Open Date</b>	12/13/2006	<b>Built Date</b>	03/31/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	09/26/2006	<b>Mileage</b>	1,281	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	44088	HUNTINGTON BEACH DODGE INC					
<b>Dealer Address</b>	16555 BEACH BOULEVARD						
<b>Dealer City</b>	HUNTINGTON BEACH			<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92647
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	HUNTINGTON BEACH CA [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Electrical - Unknown - Other - Default	Customer having issues with vehicle.
--------------------------------------------------	--------------------------------------

Customer states she is very upset about her new vehicle. Customer states she purchased the vehicle about three months ago. Customer states that the engine dies. Customer states the dealership kept the vehicle overnight, could not duplicate. Customer states just this morning the vehicle stopped six times. Customer states the dealership has offered to place a co-pilot on the vehicle. Customer is seeking a rental vehicle. Customer states that Dean Rutherford is the person she is working with at the dealership.

Agent called dealership and spoke with Dean the Service Advisor. Dean states the issue is intermittent. Dean states the dealership has not been able to duplicate the issue. Dean states that when the vehicle first came in, the vehicle had four or five codes but they were not active.

Date: 12/01/06

Mileage:1082

Check engine light came on, vehicle stalled.

Date: 12/05/06

Mileage: 1193

Dean states Customer states she was at a stop, tried to pull out and vehicle stalled a total five times.

Dean states according to the vehicle stalled five time this morning.

Agent advised customer that DCX will not be providing a rental vehicle and the customer will need to make an appointment for a diagnosis. Agent advised customer that once a diagnosis is made, the customer is welcome to call us back for a rental. Customer discontinued call.

Agent contacted dealer back in order to send a direct to dealer.

\*\*\*\*\*ATTENTION SERVICE MANAGER\*\*\*\*\*

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 71 44088 12/13/06 18:20 O 15772204

Caller states that DCX needs to treat customers better. Caller states that when customers are having issues with there vehicle DCX should assit them

with a rental. Caller would like to speak to a supervisor if possible.

121406..vehicle was disgnosed by the dealer. vehicle had aftermarket alarm system that was put in the wiring harness at the starter relay. dealer has disconnected system and vehicle operating. closing cair..slw5

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15775202</b>
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<b>VIN</b>	2C3KA63H56 [REDACTED]	<b>Open Date</b>	12/14/2006	<b>Built Date</b>	10/27/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	01/31/2006	<b>Mileage</b>	19,624	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68756	CHRIS MYERS CHRYSLER-JEEP-DODGE			
<b>Dealer Address</b>	1812 HIGHWAY 98				
<b>Dealer City</b>	DAPHNE	<b>Dealer State</b>	AL	<b>Dealer Zip</b>	36526
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MOBILE AL [REDACTED]	<b>Country</b>	UNITED STATES		

Referral - Other - Default - Default - Default	Customer stated that she would go to her dealership.
------------------------------------------------	------------------------------------------------------

Customer wants the abritration number. Customer states that her vehicle shakes and stalls. Agent informed customer that abritration is not available in her state. Customer stated that she would go to her dealership for the next step.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15785430</b>	
<b>VIN</b>	2C3KA63H8	6H [REDACTED]	<b>Open Date</b>	12/18/2006	<b>Built Date</b>	06/03/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	10/31/2006	<b>Mileage</b>	1,400	<b>Dealer Zone</b>	42	DETROIT	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	09880	BILL SNETHKAMP INC					
<b>Dealer Address</b>	16400 WOODWARD AVE						
<b>Dealer City</b>	HIGHLAND PARK			<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48203
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	GROSSE POINTE MI [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	States that vehicle has issue with stalling.
------------------------------------------------------	----------------------------------------------

Customer states that he has had vehicle in 2 times for the same issue. Customer states that the vehicle stalls. Customer stated that the dealership can not duplicate issue. Customer taken vehicle back to dealership. Customer is upset about this issue. Agent asked was the vehicle at the dealership. Customer stated no. Agent advised customer that when he takes vehicle back in to dealer to call DCCAC so that we can send a direct to dealer to get his issue resolved. Customer is still having stalling issues with the vehicle. Customer asked the dealer for a rental but they denied due to the stalling problem could not be duplicated. Customer wants a rental vehicle because he is having a problem with the vehicle. Agent informed customer that a diagnosis must be done on the vehicle before rental assistance can be reviewed. Customer understood.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15820055</b>
<b>VIN</b>	2B3KA53H2	6H [REDACTED]	<b>Open Date</b>	12/29/2006	<b>Built Date</b>	01/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	04/13/2006	<b>Mileage</b>	128,000	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	66856	CAR CITY CHRYSLER				
<b>Dealer Address</b>	3100 S 169 HIGHWAY					
<b>Dealer City</b>	ST JOSEPH			<b>Dealer State</b>	MO	<b>Dealer Zip</b> 64503
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	GOWER MO [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Hesitation/No Power - Default	Caller states the vehicle loses power.
Product - Electrical - Transmission Control Module - Other - Default	The transmission control module was replaced

The caller states the vehicle is having an issue with the vehicle losing power and steering. The caller states her brakes had to be replaced for warping. The caller states that the dealer has not been able to resolve her issue. The caller states the vehicle lost power and stalled twice on her way to work this morning. Caller is asking for buyback or replacement.

Agent called dealer 66856 and spoke to service manager AI. AI states the vehicle was in on November 24, 2006 for a check engine light and December 18, 2006 for the engine stalling. After further research AI advised that there were stored codes on both visits and on December 27 the Transmission Control Module was replaced per Technical Support. AI asked agent to refer the caller to the selling dealer if she is still having an issue with the vehicle losing power to see if the service department there can assist her. Agent referred caller to the selling dealer for resolution of this service issue. Caller agreed to take the vehicle back to selling dealer service .

Customer calling stating she took vehicle to dealer. Customer states she has an appointment on Tuesday but the dealer is refusing to work on the vehicle. Customer states dealer advised her agent from DCCAC told him not to work on the vehicle and to take the vehicle to the selling dealership. Agent advised customer the vehicle is in warranty and can take to any DCX dealer in her area. Customer states she does not want to take her vehicle to dealership she is at; she does not trust them. Agent advised customer warranty does come with towing assistance and can call for towing assistance to the closet dealer in her area. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****15827000**

<b>VIN</b>	2C3KA63H0	6H [REDACTED]	<b>Open Date</b>	01/09/2007	<b>Built Date</b>	06/12/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	08/15/2006	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE					
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					
<b>Dealer</b>	60024	RAMIREZ CHRYSLER JEEP DODGE INC					
<b>Dealer Address</b>	5373 EAST US HWY 83						
<b>Dealer City</b>	RIO GRANDE CITY			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78582
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	LETTER	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	GARCIAVILLE TX [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default

Customer states that his vehicle dies on him.

Owner writes seeking repurchase or replacement of the vehicle if the stalling problem can not be resolved.  
 Writer noted open subsequent Cair 15837028 which is still under investigation and duplicate of this letter. No further response needed..dg2

**Customer Assistance Inquiry Record (CAIR)#** **15846415**

<b>VIN</b>	2C3LA73W4 6H [REDACTED]	<b>Open Date</b>	01/09/2007	<b>Built Date</b>	11/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	02/18/2006	<b>Mileage</b>	16,500	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	60296	DARCARS CHRYSLER JEEP OF ROCKVILLE			
<b>Dealer Address</b>	755 ROCKVILLE PIKE				
<b>Dealer City</b>	ROCKVILLE	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	20852
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SILVER SPRING MD [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	states has stalled 3x
Referral - SRT Specialist - Default - Default - Default	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Persistant problem with my 2006 SRT8 300C  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 \*\*\*\*\*  
 1/9/07 Owner leaves message on SRT Support line.  
 Original owner/ also original owner of two jeeps-  
 SP201084 Wrangler  
 7L104209 Wrangler Rubicon  
 \*\*Left message/ext with owner this am.  
 \*\*Owner leaves message on vm- states vehicle is at dealer now for the 3x  
 for same issue.  
 Owner states vehicle just 'shuts down'/ trans and engine goes out- loses  
 throttle, all electronics go out.  
 \*Vehicle has been at dealer since Tuesday (1/4/07).  
 1/9/07 Front control module is on order- part has not come in yet.  
 Dealer has not duplicated concern.  
 Dealer did note that there was a radar detector in vehicle that may have  
 caused a problem with the electronics.  
 Stored codes indicated best bet would be a new FCM.  
 The radar detector actually was disconnected by dealer prior to most recent  
 complaint. Part did arrive today- dealer will test drive and they will  
 contact owner if he can come pick up vehicle.  
 \*Spoke with owner- owner has my ext for further consult if needed. Closing  
 CAIR at this time/MJF5

**Customer Assistance Inquiry Record (CAIR)#** **15852796**

<b>VIN</b>	2C3KA63H0 6H [REDACTED]	<b>Open Date</b>	01/12/2007	<b>Built Date</b>	06/12/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/15/2006	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	60024	RAMIREZ CHRYSLER JEEP DODGE INC
<b>Dealer Address</b>	5373 EAST US HWY 83	
<b>Dealer City</b>	RIO GRANDE CITY	<b>Dealer State</b> TX <b>Dealer Zip</b> 78582

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	GARCIAVILLE TX [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

closed to open lemon law file.

**Customer Assistance Inquiry Record (CAIR)#** **15853362**

<b>VIN</b>	2C3LA63H6	6H [REDACTED]	<b>Open Date</b>	01/10/2007	<b>Built Date</b>	12/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	07/31/2006	<b>Mileage</b>	9,300	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	59853	KILLEBREW INC				
<b>Dealer Address</b>	2108 HOUSTON HIGHWAY					
<b>Dealer City</b>	VICTORIA	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77901	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	PASADENA TX	[REDACTED]	<b>Country</b>	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Tier three support referral.
Product - Drivability - Unknown - Stalling - Default	

Customer states that vehicle will not stay cranked. Customer has been taken vehicle and 3 times and vehicle is not working correctly. Customer is seeking lemon law. Agent called dealer 59853 and spoke to David: 10/23/06- 8,014- found code, lost of communication from PCM, water in connector- Clean connectors and clear codes.  
 11/06/06- 8,764 - No codes placed sensor camshaft position on vehicle drove around for 1 week.  
 12/04/06- 9,152- crank sensor loosing signal code. Replaced crank sensor and reset light.  
 Agent consulted with TCC17 and JPH48. Agent provided customer with reference number and advised that he will be contacted by phone.  
 \*\*\*\*The owner of vehicle dose not speak English customers son in law

[REDACTED] .\*\*\*\*  
 Agent reassign to 82H for further review.  
 Called dealer and left message with dealer advising of customer s concerns. Left message to return call.

\*\*\*\*\* ATTENTION SERVICE MANAGER \*\*\*\*\*

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 63 59853 01/17/07 15:47 O 15853362  
 Writer reviewed with serv mgr who was unaware that call center had spoken to SERVICE ADVISOR instead of Service Manager. Serv Mgr will contact cust and offer inspection with writer tomorrow 1-19-07. Should veh exhibit a warrantable condition it will be addressed. Writer will update narrative. after inspection. gnb 1-18-07  
 Writer test drove veh with serv mgr at dlr 59853. As when dlr ship had kep t veh for up to 4 days no one has ever experienced an die out or any other malfunction. Veh returned to cust with writer to call english speaking rel ative on 1-22-07 to advise of above. gnb 1-19-07

**Customer Assistance Inquiry Record (CAIR)#** **15862768**

<b>VIN</b>	2B3KA53H4 6H [REDACTED]	<b>Open Date</b>	01/12/2007	<b>Built Date</b>	05/03/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	06/23/2006	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68832	NEWBERG DODGE JEEP CHRYSLER, INC.			
<b>Dealer Address</b>	2809 PORTLAND ROAD				
<b>Dealer City</b>	NEWBERG	<b>Dealer State</b>	OR	<b>Dealer Zip</b>	97132
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	NEWBERG OR [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle is stalling.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer called back and inquired how to get the vehicle replaced. Customer states her cell phone disconnected the call. Agent contacted dealership 68832 and spoke to Jason who states the vehicle was at the dealership on 1/04/07 at 8713 miles and the vehicle was flashed and could not get the vehicle to recreate the issue 12/11/06 at 7961 for the vehicle stalling, vehicle was a quart low 11/30/06 at 7515 for the vehicle stalling, no duplication 9/25/06 at 4903 for the vehicle stalling, no duplication Agent transferred customer per LBD3. SEE PREVIOUS LINKED D2D CAIR Customer provided reference number 15827774 he states the vehicle has been in the shop for 12 days. Customer states he advised the shop the vehicle is at now that he does not want to take delivery of the car. Customer states he is contacting the selling dealer today to tell them that he does want the car and has been notified of the issues he has been aware of this issue with the vehicle. Customer states he is just giving a heads up on what he is trying to do. Agent advised to keep working with the dealer and his concerns are being documented. Customer calling back stating that he would like to speak with a supervisor in regards to arbitration. Agent consulted with LBD3. Agent advised customer that arbitration through DCX is not available is not available in his state. Customer states that he would like to speak with a supervisor. \*\*\*LBD3 took over the call\*\*\* Advised customer that he will need to continue working with the dealership because arbitraion is not available in his state. Customer states that he only wants to give the vehicle back. Agent advised customer to contact the service department and work with them. 2/13/07...Spoke to sevice manager at Town & Country Dodge and was advised that the vehicle is there and they have the star mobil attached to the vehicle and have been driving it for the past 2 days with no duplication of the issue. Advised SM to put some more miles on the vehicle and to call me tomorrow and we will dicuss further action at that time...mv559 2/16/07...Was advised that the concern has not been duplicated at this time

and the customer does not want to take delivery of vehicle...mv559  
DM Notes...Called and left a message with the customer...mv559

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15929082</b>
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<b>VIN</b>	2B3KA53H3 6H [REDACTED]	<b>Open Date</b>	02/05/2007	<b>Built Date</b>	05/05/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	08/24/2006	<b>Mileage</b>	5,864	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	59605	RESEDA DODGE SALES INC			
<b>Dealer Address</b>	6625 RESEDA BOULEVARD				
<b>Dealer City</b>	RESEDA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91335
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	RESEDA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	REFUND OWNER 1.5 MONTHLY PAYMENTS FOR CUSTOMER SATISFACTION
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NEW VEHICLE DOWN 30 DAYS TO RESOLVE STALLING PROBLEM. DM AGREED TO REFUND OWNER 1.5 MONTHLY VEHICLE PAYMENTS FOR CUSTOMER SATISFACTION AND LOSS OF USE OF VEHICLE. TOTAL IS \$881.69

MARK ONKEN  
DISTRICT MANAGER

2-19-07 - CHECK RETURNED BY POST OFFICE - NO SUCH NUMBER. I WILL REFER THE CAIR TO AMELIA RETHERFORD FOR ADDRESS VERIFICATION. I WILL KEEP THE CHECK IN MY POSSESSION UNTIL I RECEIVE VERIFICATION. S. SKINNER

Attempted to contact owner and mobile customer is out of area. Writer to try later.

Called dealer to verify and they will return call.

Called customer and out of area again. Called Gene, CFC, to see if they had any varying information and left message to return call.

Gene called and states he shows an apartment #214. Writer advised SS27

3-2-07 - REMAILING CHECK THIS DATE. S. SKINNER

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15952189</b>
<b>VIN</b>	2B3KA53H5	6H1	<b>Open Date</b>	02/13/2007	<b>Built Date</b>	04/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	01/07/2006	<b>Mileage</b>	26,595	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	54194	TATE DODGE INC				
<b>Dealer Address</b>	7139 RITCHIE HIGHWAY					
<b>Dealer City</b>	GLEN BURNIE	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21061	
<b>Owner</b>		<b>Contact Type</b>	TELEPHONE			
<b>Address</b>		<b>Home Phone</b>				
	PASADENA MD	<b>Country</b>	UNITED STATES			

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer stated issue not resolved.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer stated vehicle cuts off.
Product - Drivability - Unknown - Stalling - Default	Customer stated vehicle stalls.

Customer stated he is having continues issues with the vehicle stalling. Customer stated the vehicle will loose power and cut off. Customer stated the vehicle stalled out last night when his wife was driving. Customer stated he took vehicle to dealership 54194 and dealer can not duplicate issue. Customer stated he wants the vehicle replaced because he is not driving the vehicle any longer. Customer stated he will not put his children in any danger. Customer stated when there is moisture in the air the vehicle stalls. Customer stated he does not want to higher an attorney. Customer stated the vehicle is going to sit in residence driveway until Chrysler comes to pick the vehicle up. Customer disconnected while explaining issues. Customer called back in and states that the issue only occurs when it is wet and and there is snow in the ground and customer state that dealership is not wanting to drive the vehicle during those conditions. Customer states that he wants the vehicle replaced. Customer states that he knows he is not the only one with this issue. Agent called dealership #54194, and spoke with Bryan, Service Manager, he could not duplicate this issue and have driven the vehicle in an access of 50 miles. Agent informed Bryan of direct to dealer being sent and provided CAIR # to him as well. Agent informed customer that he would send the file to disrict manager. Customer states that if all we can do then he understood.

\*\*\*\*\*ATTENTION SERVICE MANAGER\*\*\*\*\*

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 35 54194 02/13/07 11:06 R 15952189

Customer called seeking an update on what is going to be done about fixing the issue on his vehicle. Agent advised the customer that he would need to contact the dealership for updates on what will be done to his vehicle. Customer understood.

\*Contact Date:02/19/2007

Service Manager at the dealership has closed the Cair# 15952189

Complaint could not be duplicated and explanation has been provided to customer.  
CAIR RETURNED FROM DEALER ON 2/19/2007 AT 11:34:971 R 15952189

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>15959804</b>
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<b>VIN</b>	2C3LA63H7 6H [REDACTED]	<b>Open Date</b>	02/15/2007	<b>Built Date</b>	02/14/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/30/2006	<b>Mileage</b>	2,100	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	43864	ARRIGO DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	6500 OKEECHOBEE BLVD				
<b>Dealer City</b>	WEST PALM BEACH	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33411
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	HOBE SOUND FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Vehicle stalls.
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Caller leased the vehicle from Arrigo Dodge. Caller states the vehicle has been in the dealer 3 times for a stalling issue, and it at a lemon law stage with the vehicle. Caller wants to know if he can get a rental car while the vehicle is at the dealer. Caller wants the vehicle to be exchanged and or bought back from Daimler Chrysler. Dealer does not want to provide the customer with a rental car. Caller went to Massey Yardley prior to bringing the issue to Arrigo Dodge.

On 1/12/07 caller went to Massey Yardley and 1/29/07 went to Massey Yardley a second time. Caller went to Arrigo on 2/7/07. Caller states the service manager at Arrigo Dodge was able to duplicate the issue, but the technician was not able too.

Agent contacted dealer 43864. Agent left a message for the service manager to contact agent back with number and direct extension. Agent offered customer a callback once more information is available. Caller accepted callback.

031107 DM UPDATE...VEHICLE HAS BEEN DOWN SEVERAL WEEKS AND DEALER UNABLE TO RESOLVE STALLING AND ROUGH RUNNING CONCERNS. TECH ADVISOR IS CURRENTLY INVOLVED. DEALER PRINCIPAL HAS ASKED DM TO AUTHORIZE TRADE ASSIST. DM CONCRUS WITH REQUEST. FILE SENT TO ISG FOR TRADE ASSIST PROCESSING. ISG TO NEGOTIATE TERMS BASED ON MSRP DIFFERENCE AND NEGOTIATED MILEAGE CHARGE. CURRENT RENTAL CHARGES TO BE INCLUDED IN ISG NEGOTIATION. BHW

**Customer Assistance Inquiry Record (CAIR)#** **15969469**

<b>VIN</b>	2D8GV5728	6H [REDACTED]	<b>Open Date</b>	02/19/2007	<b>Built Date</b>	04/18/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD		
<b>In Service Dt</b>	09/19/2005	<b>Mileage</b>	16,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Dealer</b>	41080	CARL BURGER'S DODGE WORLD
<b>Dealer Address</b>	HWY 8 AT JACKSON DR	
<b>Dealer City</b>	LA MESA	<b>Dealer State</b> CA <b>Dealer Zip</b> 91942

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

Product - Drivability - Unknown - Other - Default | Customer states, vehicle has stalling issues.

02/19/07: Received attorney demand letter and scanned to system for further handling. bmw27.

**Customer Assistance Inquiry Record (CAIR)#** **15977937**

<b>VIN</b>	2C3LA63HX 6H [REDACTED]	<b>Open Date</b>	02/21/2007	<b>Built Date</b>	11/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/25/2006	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	53118	LAFAYETTE MOTOR CO INC			
<b>Dealer Address</b>	1515 JEFFERSON ST				
<b>Dealer City</b>	LAFAYETTE	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70501
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CHAUVIN LA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	Provided customer with contact number for Roadside assistance.
Product - Drivability - Unknown - Stalling - Default	States that the vehicle is stalling out.

Customer states that the vehicle is stalling out. States that the she has tried to drive the vehicle but , the vehicle just stalls out. Customer states that the vehicle will start back up but, it will not stay running long enough to get the vehicle to her dealership. States that she needs to contact and have the vehicle towed to her nearest dealership. Writer provided customer with contact number [REDACTED] ) for Roadside assistance.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15983501</b>
<b>VIN</b>	2C3LA63H2	6H [REDACTED]	<b>Open Date</b>	02/23/2007	<b>Built Date</b>	09/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	01/03/2006	<b>Mileage</b>	12,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	45047	FOOTHILL RANCH CHRYSLER JEEP DODGE		INC		
<b>Dealer Address</b>	81 AUTO CENTER DRIVE					
<b>Dealer City</b>	LAKE FOREST		<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92610
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	OUTBOUND CONTACTS
<b>Address</b>	[REDACTED]		MRS. PATRICIA MIRA		<b>Home Phone</b>	
	DOVE CANYON CA [REDACTED]				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Owner claims the dealer owes her \$49 reimbursement for towing
Corporate - Outbound - Survey Follow-Up - CSI - Default	

\*\*\*\* OUTBOUND CSI/IQS CAIR \*\*\*\*

Owner claims she had to pay for a tow, and that the dealer told her they d reimburse her, but never did. Customer says the vehicle was towed because he d stalled. Agent will question why customer paid for a tow if roadside assistance is available.

Left message and extension on owner s answering machine.

Sent unable to contact letter.

**Customer Assistance Inquiry Record (CAIR)#** **15999389**

<b>VIN</b>	2C3KA63H8 6H [REDACTED]	<b>Open Date</b>	03/02/2007	<b>Built Date</b>	03/31/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/08/2005	<b>Mileage</b>	45,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	26709	TALLAHASSEE DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	3987 W TENNESSEE ST				
<b>Dealer City</b>	TALLAHASSEE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32304
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	TALLAHASSEE FL [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	

Owner sends in MVDN card mailed CERTIFIED MAIL received 02-28-07 Please Respond to the owner complaints listed ASAP. Please review the noted issues On this file and contact the owner and resolve the file per state lemon law Demand requirements. Please advise the owner of the outcome on all issues noted on this complaint. Thank You Michael Pawlowski  
 OWNER COMPLAINS OF TRANS LEAK ISSUE AND STALL OUT ISSUE PLEASE HANDLE ON MERIT

\*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 3/5/07\*\*\*\*\*  
 SEE ABOVE CONCERNS.

3/5/07RP Sent DNQ ltr. to o/. Concern: vehicle stalls due to problem with transm. DM-please arrange a vehicle inspection then handle case based on it s own merits.

Customer states she has received a letter concerning a request to have the vehicle inspected; no one has contacted her concerning the inspection that was supposed to take place with the District Manager.

Customer states the vehicle is still pulling, she no longer wants the vehicle; she has contacted the governor s office and consumer affairs due to the nature of this handling process.

Agent contacted dealer and spoke with Jarred. Jarred states the Service Manager, John, will not be back till Monday. Agent offered customer a call back, and advised if agent is unable to contact her she can call back. Agent contacted dealer 26709 in order to see if they have a date for the inspection. Agent left a message with John, Service Manager advising him of customer s concern.

The customer wants to know what is going on with her file and when someone is going to come look at the vehicle. The agent consulted with RDD41 and advised the customer that the dealership is handling her request for buyback on the vehicle. The agent advised the customer to continue working with the service manager at the dealership for resolution. The customer asked when the inspector is going to come look at the vehicle and the agent advised that she would have to call the service manager to set up the appointment. The customer understood.

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager NAME: Carol, Telephone: (800) 9921997,

A message was left for the owner with the file # and my direct line for follow up.

\*\*\*After reviewing the cairs on this vehicle, writer gave the information

to BKR, who will contact the business center to follow through on the issue.

Customer calling to speak with her case manager. States she has not heard from the manager at this time. Agent transferred customer to the extension of CLA3 per request.

Customer seeking to speak with case manager. Agent transferred customer to CLA3.

\*\*\*Writer left a message for the owner informing her that the issue with her vehicle has been escalated to the business center that oversees her dealership.

Customer called stating that she has not been in contact with the case manager about her issue. Agent transferred customer to case manager for further review of this issue.

Agent transferred customer to number [REDACTED]. Customer understood.

\*\*\*Writer returned a call to the owner and left a message for her.

Customer requesting to speak with her case manager. Agent transferred customer for further review.

\*\*\*\*\* LEMON LAW CAIR \*\*\*\*\*

THIS IS NOT A D2D CAIR ATTENTION VINCE PLEASE REVIEW THIS CAIR AND HAVE THE DM UPDATE THIS FILE THE OWNER HAS CONTACTED TENN ON LONG STANDING ISSUES RELATED TO THIS VIN NUMBER PLEASE LOOK AT CAIR 16161742 OPEN TO THE DEALER AND DM AS A D2D CAIR. PLEASE HAVE THE DM ADDRESS AND RESOLVE THIS CAIR AND CLOSE IF POSSIBLE. THANK YOU MIKE

5/14/07 John please handle as necessary. vaj3

\*\*\*Writer returned a call to the owner and advised her that the district manager, overseeing the dealer

that has been servicing the vehicle is involved with this situation and the dealership should be contacted. Owner said the problem has been going on for a long time and wants to request resolution.

6/12/07 DM called John K and requested that the owner bring the vehicle in tomorrow if possible, loaner to be provided if needed.

John K. called DM back and the phone number on the cair and in their file is not a good number. When he spoke to this number the person stated her name is [REDACTED] and she does not own a DCX product. He stated that have been the issue with follow up.

6/13/07 DM review case with John K, service

Director and Edwin, SM. Edwin have called this owner over 20 times over the past month and left messages for a call back to set appt. Owner have not called back or responded. The vehicle was bought into dealer on 4/27/07 for an oil change and no mention of a problem or attempt to have issues addressed by dealer.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16006372</b>
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<b>VIN</b>	2B3KA53H2 6H [REDACTED]	<b>Open Date</b>	03/02/2007	<b>Built Date</b>	06/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	06/30/2005	<b>Mileage</b>	15,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	43877	E-TOWN DODGE			
<b>Dealer Address</b>	2005 SOUTH MARKET STREET				
<b>Dealer City</b>	ELIZABETHTOWN	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	17022
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ELIZABETHTOWN PA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer seeking vehicle recalls.
Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle stalls at times.

\*\*\*Recall Contact\*\*\*

Customer states that the vehicle will stall from time to time. Customer told agent that when it stalls sometimes all the idiot lights come on and other times only the oil light comes on after stalling. Customer has had vehicle to dealer and dealer has not been able to duplicate the issue with the vehicle. Customer is seeking assistance getting this problem resolved. Agent transferred customer to DCCAC for assistance due to non recall related matter.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

Dealer call regarding an issue that was not brought to the attention of the DCCAC by a customer or was not a matter of follow-up on a previous customer contact to the DCCAC. The Dealer was referred to District Manager for a review of the issue and response.

Customer provided reference number. States that her vehicle has been to the dealer about 15-20 times. States that dealer 43877 advised her that until they can actually see the issue happen they could not do anything. States the last time the vehicle was taken to dealer 43877 about three weeks ago. Advised customer that if dealer 43877 could not duplicate her concern then she is more then welcome to take her vehicle to anther dealer for a second opinion.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16011032</b>
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<b>VIN</b>	2C3KA63H0 6H [REDACTED]	<b>Open Date</b>	03/26/2007	<b>Built Date</b>	11/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	11/29/2005	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	63975	MILOSCH DODGE, INC			
<b>Dealer Address</b>	677 SOUTH LAPEER ROAD				
<b>Dealer City</b>	LAKE ORION	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48362
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LAKE ORION MI [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Fuel Pump - Other - Default	Replaced fuel pump module.
Corporate - Roadside Services - Warranty - Towing - Default	Requesting reimbursement.

Mr. [REDACTED] (1st owner) submitted 2 towing receipts. No explanation on why he sent in tow receipts.  
 Agent attempted to contact the customer on 3/26/07 at 4:43 p.m on the customer s home phone. Unable to reach customer, provided phone number, extension number, and reference number.  
 \*\*\*\*\*Next Agent\*\*\*\*\*  
 If customer calls back, ask him who advise him to send in towing receipts. Document a phone number advise him writer will call him back.  
 Agent attempted to contact the customer on 3/27/07 at 9:52 a.m on the customer s home phone. Unable to leave message phone hung up. Writer will send out form letter 031. Follow up date 4/10/07.  
 Customer states that the dealership told him to send in his information. Customer states then he talked to someone from Customer Care that was taking a survey ,the agent advised him the address and information to send in.  
 Contacted dealer 63975 spoke with service advisor Jim, Jim advised writer vehicle was towed in 1/3/07. Stalled on highway, dealer 63975 replaced fuel pump module. Vehicle stalled again, vehicle towed back to dealer 63975 1/5/07. Replaced defective fuel pump module. Writer will forward information to Roadside Assistance.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16013797</b>
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<b>VIN</b>	2B3KA53H3 6H [REDACTED]	<b>Open Date</b>	03/06/2007	<b>Built Date</b>	05/30/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	07/02/2005	<b>Mileage</b>	19,680	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PPK	MAGNESIUM PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44444	BRANDYWINE-SMYRNA INC			
<b>Dealer Address</b>	19 S DUPONT BLVD				
<b>Dealer City</b>	SMYRNA	<b>Dealer State</b>	DE	<b>Dealer Zip</b>	19977
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MAGNOLIA DE [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller states the dealer did not duplicate
Product - Unknown - Unknown - Hesitation/No Power - Default	Caller states the vehicle hesitates and stalls and jerks

The caller states the service she recieved from the dealer was poor and the issue with the vehicle was not resolved as the dealer could not duplicate. The caller states the vehicle shuts off while driving . Caller states she just dropped the vehicle off at Holden Dodge 55013. The caller states dealer 44444 did not give her first day rental and she states the dealer was arguing with them in the parking lot about rental. When caller went to dealer 55013 they provided a rental vehicle for her. Agent advised caller her complaint has been documented.

The dealer told customer that she would need to drive the vehicle in order to them to duplicate the problem. Customer is afraid to drive the vehicle because she could wreck the vehicle. Customer wants to know what else could be done. Agent spoke with Rick the service advisor and he stated that the previous dealer cleared the codes and they would not be able to duplicate the problem until the codes are brought back up. Agent informed Rick that a direct to dealer would be sent. Agent informed customer that in order for them to get the codes. Customer stated that she refuses to drive the vehicle and stated that she would get a lawyer because the vehicle is defective. Agent informed customer that is at her own discretion and that additional parties would also be involved.

REASSIGNED TO BC/DLR 35 55013 03/07/07 08:55 R 16013797  
 \*Contact Date:03/07/2007  
 General Manager at the dealership has closed the Cair# 16013797  
 Complaint could not be duplicated and explanation has been provided to customer.  
 CAIR RETURNED FROM DEALER ON 3/07/2007 AT 01:23:392 R 16013797

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16033415</b>
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<b>VIN</b>	2C3KA63H6 6H [REDACTED]	<b>Open Date</b>	03/13/2007	<b>Built Date</b>	10/18/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	01/14/2006	<b>Mileage</b>	1	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	67438	POTAMKIN CHRYSLER PLYMOUTH JEEP			
<b>Dealer Address</b>	16600 NW 57TH AVE				
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33014
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	OUTBOUND CONTACTS		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MIAMI FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	the vehicle stalls
Corporate - Outbound - Survey Follow-Up - CSI - Default	

\*\*\*\* OUTBOUND CSI/IQS CAIR \*\*\*\*

They was unable to find the problem in my car.  
left message for call back.

They was unable to find the problem in my car.  
Spoke with owner and he states the vehicle stalls, but dealer is unable to duplicate.

owner called direct and states dealer told him there was no fix for the stalling issue or the noisy front brakes. Writer called and left a message with dealer and advised him that a rental will be provided by writer. Owner will make appt next week.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Customer called wanting to speak with Chris. Agent transferred to [REDACTED].

**Customer Assistance Inquiry Record (CAIR)#** **16065248**

<b>VIN</b>	2C3LA73W7 6H [REDACTED]	<b>Open Date</b>	03/23/2007	<b>Built Date</b>	12/21/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	01/05/2006	<b>Mileage</b>	25,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	24105	JEEP CHRYSLER OF ONTARIO, INC.			
<b>Dealer Address</b>	1202 AUTO CENTER DR				
<b>Dealer City</b>	ONTARIO	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91761
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ANAHEIM CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer complains of stalling, check engine light on, and rough idle.
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03/22/07: Received attorney demand letter and scanned to system for further handling. bmw27.

**Customer Assistance Inquiry Record (CAIR)# 16076988**

<b>VIN</b>	2B3KA53H4 6H [REDACTED]	<b>Open Date</b>	03/28/2007	<b>Built Date</b>	12/07/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	06/30/2006	<b>Mileage</b>	14,628	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44940	MAROONE DODGE OF PEMBROKE PINES			
<b>Dealer Address</b>	13601 PINES BLVD				
<b>Dealer City</b>	PEMBROKE PINES	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33027
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MIAMI FL [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Problem not resolved.
Referral - Dealer-to-Business Center - Default - Default - Default	Referred dealer to District Manager.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Repeated trips required.
Product - Drivability - Unknown - Stalling - Default	States the vehicle stalls out.

\*\*\*\* Dealer Call \*\*\*\*

Ms. [REDACTED], Service Advisor for Dealer 44940, calling. Stated this is the second time vehicle has been in for losing power, and shutting down in reverse, but the dealer can not pull a code, or duplicate. Seeking rental assistance for two days at \$23.00 a day while they try and diagnose the vehicle.

Dealer call regarding an issue that was not brought to the attention of the DCCAC by a customer or was not a matter of follow-up on a previous customer contact to the DCCAC. The Dealer was referred to District Manager for a review of the issue and response.

Customer states that the vehicle has been to dealer twice for stalling out. Customer states that she picked up the vehicle from dealer yesterday and the vehicle stalled out again last night. Customer was advised to contact DCX by Service advisor.

Agent contacted dealer 44940 and spoke with Danny, Service manager and informed Danny of direct to dealer cair.

Agent informed customer that a direct to dealer document will be sent to the dealer to involve additional parties and additional technical assistance. Agent advised customer that if the problem still exists she would need to contact DCX back. Customer accepted.

##### DIRECT-TO-DEALER #####  
**ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER**  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Danny, Service manager to inform that CAIR was being sent.

#####  
 REASSIGNED TO BC/DLR 66 44940 03/30/07 10:14 R 16076988  
 \*Contact Date:04/05/2007  
 Service Manager at the dealership has closed the Cair# 16076988  
 Customer request has been fulfilled.  
 CAIR RETURNED FROM DEALER ON 4/05/2007 AT 11:39:634 R 16076988

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16079079</b>
<b>VIN</b>	2C3KA63H1 6H [REDACTED]	<b>Open Date</b>	03/28/2007	<b>Built Date</b>	12/10/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	06/08/2006	<b>Mileage</b>	10,300	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	67086	CHASE CHRYSLER JEEP				
<b>Dealer Address</b>	2979 AUTO CENTER CIRCLE					
<b>Dealer City</b>	STOCKTON	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95212	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	STOCKTON CA [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Technical Assistance - Default - Default - Default	Technical assistance request.
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03/28/07: Received request for technical assistance from Bobby at dealer. Car down 1 day. Customer states that the vehicle stalls while driving slowly to a stop. Also, vehicle dies while sitting. Reassigned to SAG2 for handling. bmw27.  
 Sent custom template to dealer and tech sent two recordings to CTC today. SAG2  
 Reviewed recordings, each one shows something different. Replaced crank sensor and seeing what happens.  
 So far dealer reports vehicle has not stalled again. SAG2  
 Vehicle stalled again, I picked up and drove for three days and it stalled several times with good recordings. Appears to be related to crank sensor. Dealer ordering parts and should install this week. SAG2  
 Installed parts and vehicle has not died again. Dealer returning to \_ customer. SAG2

**Customer Assistance Inquiry Record (CAIR)#** **16082558**

<b>VIN</b>	2C3LA63H1 6H [REDACTED]	<b>Open Date</b>	03/29/2007	<b>Built Date</b>	12/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	11/27/2006	<b>Mileage</b>	8,500	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PYG LINEN GOLD METALLIC PEARL COAT				
<b>Engine</b>	EZB 5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ 5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	58364	BRYDEN MOTORS INC			
<b>Dealer Address</b>	548 BROAD STREET				
<b>Dealer City</b>	BELOIT	<b>Dealer State</b>	WI	<b>Dealer Zip</b>	53511
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MIDDLETON WI [REDACTED]	<b>Country</b>	UNITED STATES		

Referral - Other - Default - Default - Default	Agent advised dealer to contact DCCAC.
Product - Drivability - Unknown - Stalling - Default	accident
Referral - Tier Three - Default - Default - Default	tier three referral
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Deanna the Service Manager at Dealer 58364 is advising agent of the situation with the customer s vehicle. Agent advised Service Manager to have customer contact DCCAC, and provided number, and reference number. Special Investigation related contact - Escalated to Tier 2 Internal COIN Updated & CAIR reassigned to 82H  
 Contact: [REDACTED]

Telephone #2 no second number  
 What happened?: Customer states he was driveing and the engine just shut off and caused him to hit a curb and caused property damage.  
 Deanna Williams(Service Manager) from dealer 58364 calling about timeframe of when agent will get back to customer. Agent told dealer it depends on the case load of the previous agent.  
 Customer states that they were dissatisfied with the treatment they received from a previous agent. Advised customer that their complaint will be documented and handled internally.

\*\*\*\*\*  
 VEHICLE IS LOCATED AT:  
 BRYDEN MOTORS INC CJDT  
 548 BROAD STREET BELOIT WI 53511 608-365-7705  
 \*\*\*\*\*

Per OGC Matrix, reassigned to 82T. JSS15.  
 \_3/30/07 assigned to tk27/jlg1 17  
 CAIR NUMBER 16082558 REQUEST EAA INSPECTION 03-30-2007 10:38  
 CAIR NUMBER 16082558 E-MAIL SENT TO EAA 03-30-2007 10:38  
 CCRG Open Date: 03/30/2007 09:19:37  
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/07 AT 17:04:52 16082558  
 Letter Sent: Acknowledgement 04/02/2007 09:59:17  
 Letter Sent: Resolution 04/04/2007

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16163066</b>
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<b>VIN</b>	2D4GV7731 6H [REDACTED]	<b>Open Date</b>	04/13/2007	<b>Built Date</b>	02/25/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	08/26/2006	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	45027	SAFFORD MOTORS DODGE
<b>Dealer Address</b>	5202 JEFFERSON DAVIS HWY	
<b>Dealer City</b>	FREDERICKSBURG	<b>Dealer State</b> VA <b>Dealer Zip</b> 22408

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	LOCUST GROVE VA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states his vehicle stalls.
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Customer states his vehicle stalls on him and he has found there is a TSB out on this issue. Dealership states there is not TSB on this issue. Customer would like to know if there is a TSB out for this issue. Agent advised customer that there are no TSB on his vehicle. Customer states what can he do to get the vehicle fixed. Agent advised customer to contact a authorized dealership so they can look at the vehicle and try to diagnose the vehicle. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****16174448**

<b>VIN</b>	2C3LA63HX 6H [REDACTED]	<b>Open Date</b>	04/15/2007	<b>Built Date</b>	11/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/25/2006	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	59156	SOUTHLAND DODGE CHRYSLER JEEP, LLC			
<b>Dealer Address</b>	6161 WEST PARK AVENUE				
<b>Dealer City</b>	HOUMA	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70364
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	CHAUVIN LA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2007-02-21  
Road Side File Created 04-15-07 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
318 PAULETTE STREET 6161 WEST PARK AVENUE  
ROMANO STREET  
HOUMA HOUMA  
LA USA LA  
CALLER\_COMMENTS 01- VEHICLE KEEPS STALLING AND WH  
DEALER CODE : 59156 SOUTHLAND DODGE CHRYSLER INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16181015</b>
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<b>VIN</b>	2D8GV5720 6H [REDACTED]	<b>Open Date</b>	04/16/2007	<b>Built Date</b>	04/27/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD	
<b>In Service Dt</b>	04/30/2006	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45189	DCH CHRYSLER JEEP DODGE OF	TEMECULA		
<b>Dealer Address</b>	26845 YNEZ ROAD				
<b>Dealer City</b>	TEMECULA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92589
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MENIFEE CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2007-03-01  
 Road Side File Created 04-16-07 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 MENIFEE ROAD 26799 YNEZ ROAD  
 SCOTT ROAD  
 MENIFEE TEMECULA  
 CA USA CA  
 CALLER\_COMMENTS STALLED-IN RESIDENCIAL AREA ON ME  
 DEALER CODE : 45189 DCH CHRYSLER JEEP DODGE OF

**Customer Assistance Inquiry Record (CAIR)#** **16186333**

<b>VIN</b>	2C3KA63H6 6H [REDACTED]	<b>Open Date</b>	04/16/2007	<b>Built Date</b>	01/12/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	06/05/2006	<b>Mileage</b>	6,500	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	52979	HUNTER DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	1130 AUTO MALL DR				
<b>Dealer City</b>	LANCASTER	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93534

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

Product - Drivability - Unknown - Stalling - Default | Customer complains of engine stalling.

04/11/07: Received attorney demand letter and scanned to system for further handling. bmw27

**Customer Assistance Inquiry Record (CAIR)#** **16212304**

<b>VIN</b>	2C3LA63H5	6H [REDACTED]	<b>Open Date</b>	04/19/2007	<b>Built Date</b>	05/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	09/23/2005	<b>Mileage</b>	29,800	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	26025	ROYAL OAKS CHRYSLER JEEP INC				
<b>Dealer Address</b>	4080 MEXICO RD					
<b>Dealer City</b>	ST PETERS	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63376	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	O FALLON MO [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default      Customer states the vehicle is stalling.

Customer states he is unsatisfied with the dealership and claims the vehicle was at the dealership for six days. Customer claims the vehicle was stalling and claims the dealership would not provide rental assistance. Customer claims the vehicle is currently having the same issue. Customer states the vehicle was a demo. Customer claims he attempted to submit his receipt for reimbursement to the dealership. Agent informed customer he would have to send the receipts to Troy, MI for reimbursement consideration. Agent informed customer he would need to send the original receipts and proof of payment. Agent informed customer he could take the vehicle to another dealership for a second opinion. Agent contacted dealership 26025 and spoke to Dave Propst (Service Manager) and informed him of the situation. Dave states he does not have a problem trying to resolve the issue as long as it can be duplicated. Agent informed Dave of the direct to dealer CAIR. Agent informed customer the file has been forwarded to the dealership and informed customer a case manager will be assigned to the file. Informed customer the case manager will be contacting him.

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

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer 26025 and spoke to Dave to inform that CAIR was being sent.

#####  
REASSIGNED TO BC/DLR 51 26025 04/19/07 13:21 O 16212304  
\*\*\*\*\*D2D Case Manager Followup\*\*\*\*\* Mike 248-944-7173.

Called Dealer spoke to Service Manager who said PCM was replaced in vehicle then it was testdriven no further problem found vehicle is running fine Customer was contacted to pick up vehicle. Issue has been corrected.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16228472</b>
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<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	04/23/2007	<b>Built Date</b>	02/13/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/10/2006	<b>Mileage</b>	11,117	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PYG	LINEN GOLD METALLIC PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68833	OURISMAN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	12430 AUTO DR				
<b>Dealer City</b>	CLARKSVILLE	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21029
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SILVER SPRING MD [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	intermittent stalling condition
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\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Inquiry forwarded for handling. from Chris Benchoff at ARI. Vehicle has an intermittent stalling condition that has been ongoing. The transmission control module has been replaced twice at two different dealers. Vehicle is now at another dealer Ourisman CJD 68833 and has been there since 2-22. Vehicle was just inspected last Thursday. The technician took vehicle home and vehicle stalled twice however, the diagnostic scan was not on the vehicle.

Writer spoke with service manager and he referred writer to adviser Robert. Robert stated he drove vehicle home and vehicle stalled twice. STAR scan was not on vehicle. However, no codes were verified once checked at the dealer. Technician is continuing to test drive to duplicate with DRB on vehicle so far unable to duplicate. But dealer is aware there is a problem and do not want to release vehicle back to owner. He stated vehicle was on the lot for 2 months and with another name on it. ARI was contacted several times to find out who dropped off the vehicle. He just received a call last Wed. Writer asked if they have contacted STAR for assistance. He will follow up and call writer back. Provided direct number for follow up.

Robert advised SO far what the technician has found is that the evaporative canister is soaked with fuel. The fuel is overfilled. Either the valve to prevent this from occurring is not working or the customer is continuing to fill the vehicle after the click. He has ordered another canister and will be driving the gas down to further check with the new canister.

Robert stated STAR contacted and advised to update the pcm and re-learn on the ETC. Vehicle will be test driven overnight. Updated Chris on status.

Robert advised that the replacement of the canister was not necessary per further review by the shop foreman. It was driven an additional 100 miles and this morning when exiting off a ramp all gauges dropped to zero and momentarily lost power. But the power resumed right away and vehicle did not stall. The technician will have to perform further diagnostics and will be contacting STAR. No check engine light came on.

Writer spoke with Robert and during test overnight the check engine light came on. Vehicle was sputtering like it was running out of fuel then it

would run smoothly and the cycle repeat itself. Tech will be checking for active codes. Also there has been a loss of communication between pcm and tcm.

Writer left message for DM Tom Dickinson for further involvement. Spoke with Chris at ARI and client is requesting replacement.

Writer spoke with Tom and he is having the service director, Stan review further.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16229290</b>	
<b>VIN</b>	2B3KA53H0	6H [REDACTED]	<b>Open Date</b>	04/23/2007	<b>Built Date</b>	12/12/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	06/03/2006	<b>Mileage</b>	6,853	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	60049	MT HOME CHRYSLER JEEP DODGE LLC					
<b>Dealer Address</b>	491 WEST 6TH SOUTH						
<b>Dealer City</b>	MOUNTAIN HOME			<b>Dealer State</b>	ID	<b>Dealer Zip</b>	83647
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	MOUNTAIN HOME ID [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default	Technical assistance request.
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04/23/07: Received request for technical assistance from Jim at dealer. Car down 6 days. Customer states that the vehicle dies at stops and then starts right back up. Reassigned to PDG4 for handling. bmw27  
4/25/07 Spoke with technician and instructed him to check wiring at TPS and Cam Sensor. Also run hard wires from those two sensors to PCM. Will wait to hear results from technician. PDG4  
5/29/07 Customer has not returned with complaint of stalling. PDG4

**Customer Assistance Inquiry Record (CAIR)# 16248772**

<b>VIN</b>	2D4GV5722	6H [REDACTED]	<b>Open Date</b>	05/01/2007	<b>Built Date</b>	04/12/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD			
<b>In Service Dt</b>	06/11/2005	<b>Mileage</b>	42,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	44725	TOWBIN DODGE LLC					
<b>Dealer Address</b>	275 AUTO MALL DRIVE						
<b>Dealer City</b>	HENDERSON			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89014
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	LASVEGAS NV [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Brakes - Unknown - Other - Unknown	Brake concern.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Shift concerns.
Product - Drivability - Unknown - Stalling - Default	Stalling issue.

\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*  
i wanted to know what the policy is for bad vehicles/ unhappy customer  
\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*  
everything pretty much I ve takin it to the dealer to fix is pretty much still wrong exp:body squeeks,still cuts off while running (did this acouple of times 3or 4 in last year.i have alot to say would like someone to call me if possible  
\*\*\*\*\*End of email\*\*\*\*\*  
##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.  
Agent called dealer and spoke to JenniferÛ to inform that CAIR was being sent.  
#####  
Contact the customer at [REDACTED]  
\*\*\*\*\*  
Writer called the customer that a file has been fowarded to the dealership to get all the appropriate parties involved and that a case manager will be in contact with them. Customer also complained of a transmission shift and brake concern. NAN for email due to phone call.  
REASSIGNED TO BC/DLR 71 44725 05/01/07 14:24 O 16248772  
bkr3  
\*Contact Date:05/08/2007  
Service Manager at the dealership has closed the Cair# 16248772  
Vehicle modification/abuse has been detected and customer has been provided with the explanation.  
Request was reviewed with DM.  
CAIR RETURNED FROM DEALER ON 5/08/2007 AT 02:19:837 R 16248772

**Customer Assistance Inquiry Record (CAIR)#****16256757**

<b>VIN</b>	2C3KA63H1 6H [REDACTED]	<b>Open Date</b>	05/01/2007	<b>Built Date</b>	08/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/30/2005	<b>Mileage</b>	6,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	66365	TUFANO MOTORCAR INC			
<b>Dealer Address</b>	285 COLUMBUS BVD				
<b>Dealer City</b>	NEW BRITAIN	<b>Dealer State</b>	CT	<b>Dealer Zip</b>	06051
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MANCHESTER CT [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle stalls.
Corporate - Roadside Services - Warranty - Towing - Default	Transferred to roadside services.

Customer states that he is on his honeymoon and the vehicle will not start when he puts it on drive it stalls out. Customer is very upset and states that he cannot believe a \$40,000 vehicle is leaving him stranded. Customer states that he needs to be 100 miles from where he is now tomorrow. Customer has not called roadside assistance to have the vehicle towed to nearest dealer. Agent apologized to customer that he was having these issues on his honeymoon and transferred him to roadside so he can have the vehicle towed to the nearest dealer.

**Customer Assistance Inquiry Record (CAIR)#** **16274778**

<b>VIN</b>	2C3KK63H2	6H3 [REDACTED]	<b>Open Date</b>	05/07/2007	<b>Built Date</b>	01/10/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD		
<b>In Service Dt</b>	03/23/2006	<b>Mileage</b>	5,725	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC				
<b>Dealer Address</b>	32899 VAN DYKE AVENUE					
<b>Dealer City</b>	WARREN	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48093	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	STERLING HTS MI [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Caller claims to have a stalling concern.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller claims to have an ongoing stalling concern.

Caller claims to have an ongoing stalling issue and he wants to know what needs to be done to have this issue resolved.

Writer contacted 61888 and spoke with Tim the Service Manager who states that everything is working properly and they have driven the vehicle over 50 miles. Tim alleges that they have tried everything to pull codes and nothing is showing up. Caller states that the next step they are going to take is to speak with NHTSA and advise them of the concerns. Caller states that the vehicle stalled 30 minutes after they picked up the vehicle. Caller alleges that he works for Chrysler and he has spoke with several people regarding this concern. Caller claims that he has heard of very few people having this type of concern.

##### DIRECT-TO-DEALER #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Tim the Service Manager to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####  
 REASSIGNED TO BC/DLR 42 61888 05/07/07 10:17 O 16274778  
 Vehicle was at the dealership from 5-3-007 thropugh 5-7-07. The dealership evaluated the vehicle extensively and\_test drove over 50 miles. The dealership was never able to verify or duplicate the owner s concern. The dealership will address the owner s concern when it can be verified by the dealership and a proper diagnosis can be made.

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager Susan: Telephone 248 944-7057:  
 Called dealer and was informed that vehicle was in 3 times for concern but dealer could not duplicate.  
 Left message for Tim the service manager who will be in tomorrow.

Inquiring if they have a co-pilot that can be installed while owner is driving vehicle.

Called owner and informed that dealer may be able to install a co-pilot to try and duplicate.

Informed owner writer will follow up tomorrow.

Provided direct line.

Owner appreciated the call and states the intermittent problem may happen several times with in minutes and then it may not happen for another 3 days.

Spoke with assistant service manager George who states his dealer does not have a co-pilot that can be installed in owners vehicle while he is driving.

Spoke with service manager at Jim Riehls who states they do have two star scan tools and would be happy to assist customer.

States to have owner contact Sonny at 586 983-4337.

Called owner to inform.

Owner appreciated the call and assistance. States it stalled in her garage the other day.

Dealer code is 26016

Tim from selling dealer left message.

Left message for Tim to inform owner is going to another dealer to have co-pilot installed.

\*\*

Owner left message that she spoke with Sonny at dealer but he did not know anything about her concern.

Writer called Sonny to inform writer spoke with the Service Director yesterday regarding owners stalling problem. Sonny states he will review and call writer back.

Bill from dealer called and states he does not remember talking to writer.

Stated he has a STAR Scan Tool but could not release it on owners vehicle while she is driving it.

States owner can make appointment for inspection.

Called owner and apologized for the communication problem. Owner understands and states she will make appointment.

REASSIGNED TO BC/DLR 42 26016 05/16/07 09:40 R 16274778

Owner has an appointment on Monday 5-21-07.

\*Contact Date:05/23/2007

Service Manager at the dealership has closed the Cair# 16274778

DCX operational issue has been addressed and customer has been provided with explanation.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/23/2007 AT 05:01:921 R 16274778

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**Customer Assistance Inquiry Record (CAIR)#** **16285903**

<b>VIN</b>	2B3LA73W2 6H [REDACTED]	<b>Open Date</b>	05/09/2007	<b>Built Date</b>	05/13/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	09/15/2006	<b>Mileage</b>	20,200	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45104	ELK GROVE DODGE			
<b>Dealer Address</b>	8575 LAGUNA GROVE DRIVE				
<b>Dealer City</b>	ELK GROVE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95758
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ELK GROVE CA [REDACTED]	<b>Country</b>	UNITED STATES		

Referral - SRT Specialist - Default - Default - Default | Transferring customer to SRT specialist.

Vehicle is a SRT. Agent advised customer of transfer to SRT specialist. Referring & reassigning to MJF5.  
 \*\*Owner leaves message on SRT Support line- is seeking 'buyback' of vehicle due to ongoing transmission concerns.  
 Asst.Service Manager Tabitha and tech Brian both reviewed- TSB for reflash performed twice (old update and than new update)- most recent update was 3/15/07.  
 Before that vehicle was in for leaky o-rings (12/19/06).  
 Vehicle is now in for a trans concern - yesterday vehicle stalled in reverse and owner could not get in gear- than was able to get in gear. Dealership has not duplicated this concern-  
 \*\*Owner states that car died yesterday after pulling out into street in front of her house. Owner states that she than put it into gear and sat in idle and could not get it 'to do anything'.  
 \*\*\*\*\*  
 Owner wants vehicle repurchased or transmission replaced.  
 Advised owner that dealership will have to duplicate the concern before any further warranty work will be performed. Also advised owner that transmissn will not be replaced simply because she requests it.  
 \*Advised owner that DCX will stand behind original warranty as outlined in warranty manual.  
 Brian at dealer will contact me back after test-driving.  
 5/10/07 Brian states that vehicle is operating normally. SStates that the issue with the 4 shifts before 30mph is simply torque clutch locking when hitting multiple shift points.  
 Brian states was unable to duplicate the concern for which it was brought in for- gears locking up and car being unable to move.  
 051807 ATTORNEY DEMAND LETTER RECEIVED AT WEST BUSINESS CENTER tmt

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16291138</b>
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<b>VIN</b>	2B3LA73W2 6H [REDACTED]	<b>Open Date</b>	05/10/2007	<b>Built Date</b>	05/13/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	09/15/2006	<b>Mileage</b>	20,252	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45104	ELK GROVE DODGE			
<b>Dealer Address</b>	8575 LAGUNA GROVE DRIVE				
<b>Dealer City</b>	ELK GROVE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95758
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ELK GROVE CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Technical Assistance - Default - Default - Default	Technical assistance request.
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05/09/07: Received request for technical assistance from Chuck at dealer. Customer states that the vehicle stalls when in reverse and would not restart. Also, customer states that the transmission shifts 4 times before reaching 25-30 MPH. Reassigned to SAG2 for handling...bmw27  
 Reviewed with shop foreman and tech Mick DeAngelo. They have never been able to duplicate concern of stalling. According to them it has happened two times. Advised to install StarMobile and duplicate concern. Quick shift appears to be normal on light throttle as my SRT8 also shifts up quickly at light throttle. SAG2  
 051807 Attorney Demand letter received @ WBC tmt  
 Closing CAIR. SAG2

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16326170</b>
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<b>VIN</b>	2C3LA73W3 6H [REDACTED]	<b>Open Date</b>	05/22/2007	<b>Built Date</b>	04/21/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	09/04/2006	<b>Mileage</b>	19,539	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	24118	STAR CHRYSLER JEEP			
<b>Dealer Address</b>	1401 SOUTH BRAND AVE				
<b>Dealer City</b>	GLENDALE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91204
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LOS ANGELES CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Fuel Tank - Foreign Mater/Contamination - Default	
Referral - SRT Specialist - Default - Default - Default	

Owner leaves message on SRT Support line.  
 Service Manager Gus states that vehicle was brought in due to stalling concern.  
 After extensive diagnostics they determined that fuel system is contaminated - states it may be diesel fuel. Gus states that tank needs to be removed and system flushed. Fuel injection flush is recommended.  
 Note: Service Manager states this is about the 10th vehicle he has had in with fuel contamination in recent months.  
 Left message with customer this PM/ MJF5

**Customer Assistance Inquiry Record (CAIR)#** **16327301**

<b>VIN</b>	2C3KK63H0	6H	<b>Open Date</b>	05/22/2007	<b>Built Date</b>	01/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD		
<b>In Service Dt</b>	01/31/2006	<b>Mileage</b>	21,367	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	23170	BROWN'S JEEP CHRYSLER DODGE				
<b>Dealer Address</b>	483 ROUTE 112					
<b>Dealer City</b>	PATCHOGUE	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11772	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	MANORVILLE NY [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default      Claims vehicle feels like it is stalling.

Customer called claiming that the vehicle has stalled while at a stoplight. Customer states that they have had the vehicle reprogrammed, and now the vehicle will downshift/ stall at highway speeds, 65 MPH. Customer is inquiring on what Chrysler can do for him. Agent contacted dealer 23170 and spoke with Charles in the service department. Charles states that the customer has been in previously for this concern and that they are not able to duplicate it at this time. States that it was in before then and they reprogrammed the PCM. Agent informed of Direct to Dealer. Agent advised customer of reference number and that the file will be sent to their dealer for further technical assistance. Customer accepted.

##### DIRECT-TO-DEALER (Code=1A) #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Charles to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]  
 #####  
 REASSIGNED TO BC/DLR 32 23170 05/22/07 13:15 O 16327301  
 5/24 Dlr advised they are unable to duplicate concern. When owner can duplicate concern, dlr will address. Till then, case closed. RGR1, DM  
 \*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager NAME: Jay  
 Telephone:248/944-7235

Writer spoke to owner and advised owner of above dealer and district manager information, and advised owner that presently dealer cannot duplicate concern. Writer provided direct extension for contact. Owner states he is currently driving vehicle daily.

**Customer Assistance Inquiry Record (CAIR)#** **16382153**

<b>VIN</b>	2C3KA63H1 6H [REDACTED]	<b>Open Date</b>	06/07/2007	<b>Built Date</b>	07/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/17/2006	<b>Mileage</b>	12,400	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68996	CLIPPINGER CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	298 N AZUSA AVE				
<b>Dealer City</b>	WEST COVINA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91791
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	WEST COVINA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recalls.
Product - Engine - Unknown - Other - Default	Customer states vehicle stalls.
Product - Transmission / Transaxle - Unknown - Seizes, Sticks, Binds - Default	Transmission sticks while in first gear.

\*\*\*\*RECALL CONTACT\*\*\*\*  
Purchased New or Used? New  
Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file. Customer states vehicle stalls out while driving and is sticking first gear, and is wondering if these are due to a recall. Customer was advised that it was not. Customer states that he has had the vehicle at dealership 68996 and they wanted to install something that would be able to tell what the problem is should it happen again because they do not know what is causing the problem, but they will only let him use it for three days. Customer states that the problem only happens every three weeks, so this is not sufficient. Customer states the vehicle has been in the shop several times for these problems and is seeking any kind of assistance possible in having these problems fixed in a more efficient manner.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16383225</b>
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<b>VIN</b>	2B3KA53H0	6H [REDACTED]	<b>Open Date</b>	06/07/2007	<b>Built Date</b>	01/18/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	02/02/2006	<b>Mileage</b>	36,500	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Dealer</b>	44461	CROWN DODGE				
<b>Dealer Address</b>	555 W CYPRESS AVENUE					
<b>Dealer City</b>	REDDING	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	96001	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	REDDING CA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Poor Idle Quality - Default	Vehicle cuts out while driving.
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls at intersections.

Purchased New or Used? No  
 If Used, date purchased? March 15 Mileage? 3000  
 Other dealer  
 Customer alleges that there is a fuel issue in his vehicle. Customer states that dealer 44461 advised him that the wiring harness needs replaced. Customer was advised that Chrysler is trying to review the information still. Customer states this has been going for three months. Customer seeking to trade vehicle. Agent advised that he would need to speak with dealership if he were seeking to trade this vehicle. Customer alleges that his case manager will never call him back. Agent conferred with and is Case Manager NAME: Carol Telephone: (800) 9921997, ext. 7165.  
 Agent advised customer per MDB79 that he would had to continue to work with his Case Manager and dealership in order to get his issues resolved. Agent is reassigning file back to CLA3 per DLP68.  
 See prior cair for handling.

**Customer Assistance Inquiry Record (CAIR)#** **16384604**

<b>VIN</b>	2B3KA53H5	6H [REDACTED]	<b>Open Date</b>	06/21/2007	<b>Built Date</b>	05/09/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/23/2006	<b>Mileage</b>	7,543	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	42081	CROWN DODGE				
<b>Dealer Address</b>	6300 KING					
<b>Dealer City</b>	VENTURA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93003	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	VENTURA CA [REDACTED]				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer alleges dealer has not resolved issue.
Product - Drivability - Unknown - Hard Starting - Default	Customer alleges vehicle has hard start.
Product - Drivability - Unknown - Stalling - Default	Customer alleges vehicle stalls.

Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 NA  
 Customer sending in proof of vehicle note payment for reimbursement.  
 Per Cair 16305520, agent agreed to reimburse the customer 1/2 the cost of the vehicle note for the month of May 07.  
 Payment was made 5/22/07 by Western Union in the amount of \$539.42.  
 Agent will honor decision rendered by the previous agent.  
 As a one-time goodwill gesture, DaimlerChrysler will reimburse \$269.71.  
 Customer will be responsible for remaining cost as agreed up on.  
 Agent attempted to contact the customer on 6/21/07 at 3:44 pm on the customer's cell phone.  
 Agent left message requesting customer call back.  
 \*\*If customer calls back, please advise of the above decision and document if it is accepted. If customer accepts, verify name and address for check and please advise that it may take up to 30 days for check to arrive.  
 Agent attempted to contact the customer on 6/22/07 at 3:04 pm on the customer's cell phone.  
 Agent contacted customer and advised of the offer for the amount of \$269.71. Customer accepts the offer and states to mail it to name and address on file. Agent advised of the reference number and that check may take up to 30 days to arrive.  
 Agent processed check and it was approved.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16396027</b>
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<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	06/12/2007	<b>Built Date</b>	05/02/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	07/24/2006	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44259	DOVER DODGE CHRYSLER JEEP, INC.			
<b>Dealer Address</b>	396 ROUTE 46				
<b>Dealer City</b>	ROCKAWAY	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07866
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LYNDHURST NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer states that dealer could not work on her vehicle until next week
Product - Drivability - Unknown - No Start - Default	Customer states that her vehicle would not start.

Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 CDJ dealer 44259  
 Customer states that her vehicle stalled and would not start and she called her selling dealer 44259 and towing assistance took her vehicle to Walsh Dodge and that she wants her vehicle to go to dealer 44259.  
 Customer states that she wants DCX to pay for this because Walsh Dodge can not work on her vehicle until next week. Agent advised customer that if she wanted the vehicle towed to another dealer it would be at her expense. Agent informed customer that dealers are independently owned and operated and DCX does not know their schedules. Customer released the call.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16402619</b>
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<b>VIN</b>	2C3LA63H7 6H [REDACTED]	<b>Open Date</b>	06/14/2007	<b>Built Date</b>	09/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	12/10/2005	<b>Mileage</b>	13,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	56371	IVERSEN MOTOR CO INC
<b>Dealer Address</b>	1918 S BROADWAY	
<b>Dealer City</b>	SANTA MARIA	<b>Dealer State</b> CA <b>Dealer Zip</b> 93454

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	SANTA MARIA CA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2007-06-12  
 Road Side File Created 06-14-07 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1342 CHARLOTTE DRIVE 1918 S BROADWAY  
 NOVA COURT  
 SANTA MARIA SANTA MARIA  
 CA USA CA  
 CALLER\_COMMENTS 01- VEH STALLING TOW\_COMMENTS V  
 DEALER CODE : 56371 IVERSEN MOTOR CO INC

**Customer Assistance Inquiry Record (CAIR)#** **16410031**

<b>VIN</b>	2C3LA63H3 6H [REDACTED]	<b>Open Date</b>	06/15/2007	<b>Built Date</b>	05/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/19/2005	<b>Mileage</b>	27,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45149	STARLING CHRYSLER JEEP & DODGE			
<b>Dealer Address</b>	2611 EAST U.S. HIGHWAY 192				
<b>Dealer City</b>	KISSIMMEE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	34744
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SAINT CLOUD FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states issue with the vehicle stalling.
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - All Panels	Customer states the paint is peeling.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer states the service advisor is not very polite.

Purchased New or Used? used  
 If Used, date purchased? 11/06 Mileage? 24000  
 From whom did customer purchase used vehicle? Other dealer  
 Customer states he has taken the vehicle to dealership #45149 for noise in the front of the vehicle and for the paint coming off due to bugs sticking on the vehicle. Customer states they took digital images and sent them to DCX corporate office. Customer states the vehicle started to stall out last night and the dealership told him that he would need to bring the vehicle in next week. Customer states the service advisor is not very polite.

**Customer Assistance Inquiry Record (CAIR)#** **16410044**

<b>VIN</b>	2B3LA73W2 6H [REDACTED]	<b>Open Date</b>	06/15/2007	<b>Built Date</b>	06/28/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	07/30/2006	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	64855	VICTORVILLE MOTORS INC			
<b>Dealer Address</b>	14617 CIVIC DR				
<b>Dealer City</b>	VICTORVILLE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92394
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	HESPERIA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default | Claims vehicle is having an issue with dying out.

Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 NA  
 Customer states her vehicle broke down today, and was informed that the issue cannot be duplicated. Customer states she cannot get a rental vehicle. Customer claims this is the second time that the vehicle has been to a dealership. Agent informed the customer that she would be transferred to a specialist who deals with SRT vehicles. Agent provided CAIR number and name of person she is being transferred to.  
 6/19/07 Left message/ext with SM this am.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16416800</b>	
<b>VIN</b>	2B3KA53H4	6H [REDACTED]	<b>Open Date</b>	06/18/2007	<b>Built Date</b>	01/17/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	05/08/2006	<b>Mileage</b>	12,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	44725	TOWBIN DODGE LLC					
<b>Dealer Address</b>	275 AUTO MALL DRIVE						
<b>Dealer City</b>	HENDERSON			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89014
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	HENDERSON NV [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer states that her vehicle is stalling.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer unable to resolve the stalling issue.
Dealer - Service/Body Shop - Personnel - Other - Technician	Service department would not return customer calls.

Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle? NA

--  
 Customer states that she is having a problem with her vehicle stalling out on her. Customer states that the dealership was never able to duplicate the problem. Customer states that the dealership was supposed to get her an autopilot for her vehicle but has not done so yet. Customer states that the dealership will not return her call and does not care about her. Customer states that the dealership advised her that they would call her when they got an autopilot in and then they advised her that it did not work and she would have to wait. Customer states that she cannot wait any longer. Customer states that her vehicle stalled again. Customer requesting agent contacted dealer 44725 and spoke with Todd. Todd stated that he does not know why she was never contacted back and states that they have an autopilot and will give the customer a call. While agent was speaking with the dealership customer ended call.

**Customer Assistance Inquiry Record (CAIR)#** **16424582**

<b>VIN</b>	2C3KA63H6 6H [REDACTED]	<b>Open Date</b>	06/20/2007	<b>Built Date</b>	04/03/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	12/22/2006	<b>Mileage</b>	6,500	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	26185	LUNDE JEEP			
<b>Dealer Address</b>	140 40TH ST SW				
<b>Dealer City</b>	FARGO	<b>Dealer State</b>	ND	<b>Dealer Zip</b>	58109
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	VOLIN SD [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner sends in MVDN card MAILED FIRST CLASS and received 06-20-07 Please respond to the owner complaints listed ASAP. Please contact the owner and review the issues noted related to the complaints on this defect notice and resolve as you see fit. OWNER COMPLAINS OF VEHICLE STALLING OUT AND ISSUE IS NOT RESOLVED. NO HISTORY UNDER WARRANTY NO COMPLAINT HISTORY ON FILE

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16443124</b>
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<b>VIN</b>	2D8GZ5727 6H [REDACTED]	<b>Open Date</b>	06/28/2007	<b>Built Date</b>	10/11/2005
<b>Model Year</b>	2006	<b>Body</b>	LXEP49	DODGE MAGNUM R/T AWD	
<b>In Service Dt</b>	04/06/2006	<b>Mileage</b>	23,017	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	43594	GRESHAM DODGE INC
<b>Dealer Address</b>	855 E BURNSIDE	
<b>Dealer City</b>	GRESHAM	<b>Dealer State</b> OR <b>Dealer Zip</b> 97030

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	TROUTDALE OR [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner sends in LETTER OF DEMAND FOR REPLACEMENT CERTIFIED MAIL DATED 6-26-2007 Please respond to the owner complaints listed ASAP. Please contact the owner and resolve issue based on merit of complaint. Please note open cair 16360718 for stall out complaint as well as cair 16430303 for tech help requested from dealer to zone tech for resolution of matter. Please note no star contacts on this issue. mfp 062807 reassigned to dm mv559 for review and customer contact tmt DM Notes 7/6/07...Customer was advised by the service manager as per my request that they do not qualify for lemon law. Customer is meeting with the sales manager tonight to attempt to trade out of the vehicle. mv559

**Customer Assistance Inquiry Record (CAIR)# 16458724**

<b>VIN</b>	2C3KA63H6 6H [REDACTED]	<b>Open Date</b>	06/29/2007	<b>Built Date</b>	04/03/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	12/22/2006	<b>Mileage</b>	7,129	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45382	BROADWAY CHRYSLER, DODGE, JEEP,	INC.		
<b>Dealer Address</b>	2720 BROADWAY AVE				
<b>Dealer City</b>	YANKTON	<b>Dealer State</b>	SD	<b>Dealer Zip</b>	57078
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	VOLIN SD [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	Stated the vehicle is stalling.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer stated the vehicle is stalling.  
 Dealer 45382, and Dealer 08704 have both worked on the vehicle for this issue.

Customer no longer wants the vehicle, and has already sent in a request for lemon law ( See linked CAIR #16424582).

Agent called Dealer 45382, and spoke with Jaime, Service Manager.

On 06/19/07 at 6717 miles for stalling issue, and check engine light.

Installed a crank shaft position sensor.

Agent called Dealer 08704, and spoke with Chad, Assistant Service Manager.

On 06/11/07 at 6270 Miles for stalling issue. Replaced cam shaft position sensor.

##### DIRECT-TO-DEALER (Code=1A) #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your

District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Jaime to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 74 45382 06/29/07 16:58 O 16458724

\*\*\*\*\* OWNER RETENTION TASKFORCE TEAM\*\*\*\*\*

Lemon law notice received.

7/3/07 Writer called Doug in service who advised that the vehicle came in with completely new codes. Doug advised that O2 sensor heater circuit is the code and their are 8 different codes. Writer advised Doug to get with his DM, Tech Advisor, & STAR and update the CAIR. CAIR sent direct to dealer.

REASSIGNED TO BC/DLR 74 45382 07/03/07 14:03 O 16458724

7/5 - T/A RRW5 CONTACTED S.M. JAIME TO REVIEW CASE. BASED ON CASE, T/A IS CONFIDENT THAT PCM (BEING INSTALLED AT THIS TIME) WILL RESOLVE CUSTOMER S ISSUE, BUT DEALER WILL PLACE DATA RECORDER ON VEHICLE FOR CUSTOMER TO RECORD SHOULD OTHER ISSE OCCURR

7/10/07 Writer called Jamie who advised that the PCM was replaced and the vehicle has been picked up. Jamie advised that the codes pointed to a faulty O2 sensor but the O2 sensors were found to be fine. Writer called the customer and left messages at both numbers. Recording device was not installed during last visit.

7/18/07 Writer called both numbers and left messages for the customer.

7/19/07 No return call from the customer. Owner has my contact information if there is a problem.

Olt Martinez from Chrysler financial calling in behalf of the customer to get an update on her file. Agent advised caller that RAC55 is working on her file and it is still open in his basket. Agent advised caller of the direct line to RAC55 for further review.

Olga Martinez 2673087457 called from Chrysler financial seeking general information about our past dealings with this customer. Owner has apparently defaulted on her contractual obligation to this vehicle.

10/26/07 Owner called and advised that they have moved. Debra advised that the concern has only happened for her boyfriend Tim who is the primary driver. New address has been documented and phone numbers are now up to date. Owner advised that she will get the vehicle in for service and call me back. Owner has pursued lemon law in the past but it is clear that there has been a failure to make payments for the vehicle as well, which may be the root cause of the problems.

Repo driver called me alleging that the owner is telling him Chrysler is in the process of buying this vehicle back. Owner is not being truthful and writer advised that this vehicle has not been to a dealer for service in going on 4 months.

11/9/07 Owner called to advise that she took the vehicle in to Corwin (Dealer 08704) for service. Writer does not know if the vehicle will be repossessed. Writer called Chrysler Financial to advise. Writer will follow.

DM left message on 2nd number from main Cair screen - not sure where customer is residing. Vehicle has not been back to 45382 since July.

Advised customer via message that we received Lemon Law letter but that the history did not show the need for replacement or repurchase and that customer needed to be in contact with dealer and Chrysler from her current location. Left phone number where customer can leave msg. for me - office phone in SD.

11/12/07 Owner called for update and left a message. Writer called Olga Martinez who advised that the auction will be picking this vehicle up today. Writer called Chad in service who advised that the vehicle has not yet been diagnosed. Until dealer finds a concern with the vehicle, there is nothing writer can do for this customer. Vehicle has been at this dealer before and they were not able to duplicate a stalling concern.

Owner called up to find out if the vehicle is still going to be bought back. Agent referred the customer to Chrysler Financial.

---

**Customer Assistance Inquiry Record (CAIR)#** **16465582**

<b>VIN</b>	2B3LA53H1 6H [REDACTED]	<b>Open Date</b>	07/02/2007	<b>Built Date</b>	10/20/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	04/24/2006	<b>Mileage</b>	22,180	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	45350	URBAN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	81 AUTO CENTER DR				
<b>Dealer City</b>	FOOTHILL RANCH	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92610

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

Product - Drivability - Unknown - Stalling - Default Customer staes that vehicle stalled.

Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle?  
 n/a  
 Customer wanted to let DCX know about a possible safety issue. He says that he had to slam on his brakes and the drink in the cup holder lost the liquid that was in it and then the vehicle stalled. He wanted to let DCX know about this issue. Agnet informed him that his concerns would be documented and reviewed.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16473672</b>
<b>VIN</b>	2C3KA63H8 6H [REDACTED]	<b>Open Date</b>	07/05/2007	<b>Built Date</b>	06/26/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	08/05/2006	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	26763	WALLACE CHRYSLER JEEP LLC				
<b>Dealer Address</b>	5555 S US HIGHWAY 1					
<b>Dealer City</b>	FORT PIERCE		<b>Dealer State</b>	FL	<b>Dealer Zip</b>	34982
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	PORT SAINT LUCIE FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Cusotmer states check engine light is on.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states going in 4 times for issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states issue has not been resolved.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls.

Cusotmer states having issues with ETC light, check engine light, and stalling in vehicle. Customer states he has been to dealership 26763 on 4 occasions for issue and no resolution has been presented. Agent contacted dealership 26763 and spoke with Tom (Service Advisor). Tom informed agent vehicle was in 1 time for check engine light and is not currently at dealership. .Agent informed customer next time vehicle stalls out to contact roadside assistance and vehicle will be towed to nearest Chrysler dealership.

**Customer Assistance Inquiry Record (CAIR)#** **16511021**

<b>VIN</b>	2D4GV7734	6H	<b>Open Date</b>	07/18/2007	<b>Built Date</b>	02/07/2006
<b>Model Year</b>	2006	<b>Body</b>	LDX49	DODGE MAGNUM SRT8 RWD		
<b>In Service Dt</b>	05/28/2006	<b>Mileage</b>	18,725	<b>Dealer Zone</b>		
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Owner</b>		<b>Contact Type</b>	E-MAIL
<b>Address</b>		<b>Home Phone</b>	
	CATHEDRAL CITY CA	<b>Country</b>	UNITED STATES

Corporate - Service/Owner Manuals - Default - Default - Default	Customer sent email requesting a owners manual.
Product - Drivability - Unknown - Stalling - Default	States vehicle is stalling.

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

Car shuts off while driving.

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

Purchased New or Used? new

If Used, date purchased? n/a Mileage? n/a

From whom did customer purchase used vehicle? CDJ dealer

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Email states:

This is my second letter to you regarding this problem on reference # 16254755. My Magnum dies about 3 minuets after start up and it will temporarily shut off for a second while driving. I ve been to the dealer twice and he couldn t find anything wrong. I d like to get this taken care of before I get rear ended or have an accident on the freeway.  
\*\*\*\*\*END OF EMAIL\*\*\*\*\*

Reply states:

Thank you for contacting the Dodge Customer Assistance Center regarding the stalling issue that you have experienced with your 2006 Dodge Magnum. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. If your concerns have not been addressed, or you have other concerns, please email or contact the Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday. Thanks again for your email.

\*\*\*\*\*END OF REPLY\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **16514748**

<b>VIN</b>	2C3KA63H4	6H	<b>Open Date</b>	07/16/2007	<b>Built Date</b>	03/17/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	03/05/2007	<b>Mileage</b>	4,137	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PP4	SATIN JADE PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Dealer</b>	68271	MARINE CHRYSLER				
<b>Dealer Address</b>	429 EAST COLUMBIA STREET					
<b>Dealer City</b>	SPRINGFIELD	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45503	

<b>Owner</b>		<b>Contact Type</b>	TELEPHONE
<b>Address</b>		<b>Home Phone</b>	
	SPRINGFIELD OH	<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Been to dealership over 6 times for stalling.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Check engine keeps coming on.
Product - Drivability - Unknown - Stalling - Default	Stalled on customer 8 times today.
Product - Drivability - Unknown - Other - Default	

7/17/07 Called the customer and completed the initial call. Called Pascal at the dealership and he will assist with this transaction. Faxed the initial dealer packet. Called the customer back and advised of dealer contact information. cn

7/18/07 Per both the DM for Chrysler and Pascal at the dealership the customer insists upon a replacement vehicle that is roughly \$6000.00 more in MSRP and refuses to pay that difference. Called the customer and re-affirmed to him that this offer from Chrysler must stay as a replacement transaction and the customer must be responsible for MSRP difference and tax on that difference. Per the customer's request left a voice mail for the DM representative on this case regarding this and that the customer requests a responding call. cn

7/23/07 Spoke with the DM representative and she has not had access to a computer to assess the information on this case in order to call the customer, but plans to within the next few days. cn

msb contacted the customer and reviewed. Advised MSRP to MSRP difference is still in effect. Declined further enhancements to package. (Customer did not want to pay msrp difference.

7/27/07 Called Pascal at the dealership in order to inquire about status of this case. Left a message requesting a call back. cn

7/27/07 Per Pascal at the dealership he has located a vehicle at another dealership that is \$800.00 more MSRP than the old vehicle and the customer is considering this. Pascal will let ISG know if and when he is able to get this vehicle. cn

7/30/07 The customer called and stated that he has located a vehicle (not on the dealership lot) and wanted to know if rebates or incentives apply. Advised the dealership these can not apply within this process. He mentioned he was expecting a return call from the DM. Called the DM and left a voice mail message advising of this. cn

8/3/07 Called the listed Customer work number and left a voice mail message

e requesting an update on the status of this transaction. Called the listed home phone number and left a message with the customer's spouse to return this call. cn

8/6/07 Per [REDACTED] he has secured an attorney and wishes to withdraw this case from this process as he feels the dealership is not assisting him. cn

8/6/07 Forwarded file for closure. cn

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**Customer Assistance Inquiry Record (CAIR)# 16526490**

<b>VIN</b>	2C3KA63H4 6H [REDACTED]	<b>Open Date</b>	07/19/2007	<b>Built Date</b>	11/01/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	04/22/2006	<b>Mileage</b>	19,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68406	MAJOR CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	4401 NORTHERN BLVD				
<b>Dealer City</b>	LONG ISLAND CITY	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11101
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	NEW YORK NY [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states that the check engine light is coming on.
----------------------------------------------------------------------	-----------------------------------------------------------

Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer states that the check engine light has been coming on and off in the vehicle. The dealership has been telling him that this is normal for this vehicle.  
 Agent contacted the dealership and spoke with Bill, Service Advisor. Bill provided the following information on the customer s vehicle:  
 2-26-07-----13747 miles-----engine stalling, check engine light is on/ no duplication  
 3-8-07-----13858 miles-----engine stalling, check engine light is on/ no duplication  
 Agent advised Bill that a Direct to Dealer is going to be sent over due to the customers check engine light coming on. Bill stated that he would pass this information along to his service manager.  
 Agent advised the customer that their file is being forwarded to the dealership to get the appropriate parties involved. Agent advised the customer to continue working with the dealership for his issues with the vehicle. Customer understood.  
 ##### DIRECT-TO-DEALER Code=1A #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.  
 Agent called dealer and spoke to Bill to inform that CAIR was being sent.  
 CUSTOMER CONTACT INFORMATION: [REDACTED]  
 #####  
 REASSIGNED TO BC/DLR 32 68406 07/19/07 09:27 O 16526490  
 \*Contact Date:07/19/2007  
 Service Director at the dealership has closed the Cair# 16526490  
 Complaint could not be duplicated and explanation has been provided to customer.  
 Request was reviewed with DM.  
 CAIR RETURNED FROM DEALER ON 7/19/2007 AT 09:35:728 R 16526490

\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\* Case Manager NAME: La Shon

Telephone: (248)944-7238

Left message and direct number with owner s wife, who speaks very little English.

No return call from owner. No further contact required per EJW.

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**Customer Assistance Inquiry Record (CAIR)#** **16547651**

<b>VIN</b>	2B3KA53H8	6H [REDACTED]	<b>Open Date</b>	07/25/2007	<b>Built Date</b>	06/20/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/11/2005	<b>Mileage</b>	21,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	61595	MC PEEK'S DODGE ANAHEIM				
<b>Dealer Address</b>	1221 S AUTO CENTER DR					
<b>Dealer City</b>	ANAHEIM	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92806	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	COSTA MESA CA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Informs vehicle stalls.
Corporate - CNA Change - Default - Default - Default	New owner provided contact information.
Corporate - Key Codes - Default - Default - Default	Requests information for obtaining replacement keys.
Corporate - Dealer Information - Default - Default - Default	Requests local dealer contact and location.
Corporate - Service/Owner Manuals - Default - Default - Default	Requests process to obtain replacement owner's manual.
Corporate - Warranty Coverage - Default - Default - Default	Requests remaining warranty information.

Purchased New or Used? Used  
 If Used, date purchased?06-2007 Mileage? 17,000 miles  
 From whom did customer purchase used vehicle?  
 Other dealer  
 New owner requests remaining factory warranty information and provides contact information. Agent advised of the warranty remaining and updated the database . Caller states vehicle stalls and requests contact information for local dealer. Agent advised this would be documented and provided contact for local dealer. Caller requests information to obtain replacement owner s manual and agent provided that.  
 Customer calling to request key code for their vehicle. Referred customer to the Parts Manager and/or Service Manager at their local Chrysler, Dodge or Jeep dealer for key code information.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16554722</b>
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<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	07/26/2007	<b>Built Date</b>	05/03/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/23/2005	<b>Mileage</b>	14,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	23279	ALAN MULLINS CHRYSLER JEEP, INC			
<b>Dealer Address</b>	7461 VIRGINIA AVE				
<b>Dealer City</b>	BASSETT	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	24055
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BLUE RIDGE VA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer says vehicle has stalling issue.
Referral - Other - Default - Default - Default	Referred customer to dealership.

Purchased New or Used? NEW  
 If Used, date purchased? Mileage?  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer states vehicle has issue with stalling and seeks technical assistance. Customer would like to know if contaminated fuel could cause vehicle to stall. Agent referred customer to dealership, customer says they are all closed for the day in his area. Agent advised she does not have any technical information she could provide and again referred customer to dealership.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16577560</b>
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<b>VIN</b>	2D4GV7734 6H [REDACTED]	<b>Open Date</b>	08/01/2007	<b>Built Date</b>	02/07/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	05/28/2006	<b>Mileage</b>	18,644	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	60313	CRYSTAL CHRYSLER, JEEP, DODGE	CENTER		
<b>Dealer Address</b>	36-444 AUTO PARK DRIVE				
<b>Dealer City</b>	CATHEDRAL CITY	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92234
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	PALM SPRINGS CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer sent email regarding issue with stalling
Corporate - Service/Owner Manuals - Default - Default - Default	Customer sent email requesting a owners manual.
Corporate - Technical Assistance - Default - Default - Default	Tech Fax.

08/01/07: Received request for technical assistance from Ty at dealer. Customer states that 4-5 minutes after start up, the engine will intermittently die. Reassigned to DLR9 while SLD3 is on vacation. bmw27 080207....Called Ty, Svc. Mgr. at dealership to discuss issue with vehicle. Vehicle is not currently at the dealership. Suggested attempting a data recording when condition occurs. Ty would prefer waiting until SLD3 is back from vacation to bring customer into dealership. If, in-person assistance is required this would reduce the days vehicle is in the shop....dlr9. 080307....Forward to SLD3 for handling upon return....dlr9. 080707 PHONED TY AT DLR. CUSTOMER LEAVES FOR VACATION 8-27-07. INSTRUCTED T TY TO REPLACE CAM AND CRANK SENSOR AND MONITOR CUSTOMER/VEHICLE FOR ISSUE DOTY 092407 THERE HAVE BEEN NO PROBLEMS REPORTED FROM 8-7-07 CLOSE, DOTY

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16585419</b>
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<b>VIN</b>	2B3KA53H7 6H [REDACTED]	<b>Open Date</b>	08/03/2007	<b>Built Date</b>	08/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	03/21/2007	<b>Mileage</b>	3,900	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	60322	DARLING'S CHRYSLER DODGE AUGUSTA			
<b>Dealer Address</b>	439 WESTERN AVE				
<b>Dealer City</b>	AUGUSTA	<b>Dealer State</b>	ME	<b>Dealer Zip</b>	04330
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	FAIRFIELD ME [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states his vehicle is stalling.
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Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 NA  
 Customer states he has been having a stalling and sputtering issue. He took it to the dealership for the first time yesterday and they were not able to duplicate the issue. Customer would like to know what can be done. Agent attempted to contact dealership and spoke with John. John states there is was a code for ETC system in stored mode. They were not able to duplicate the issue. Agent advised customer that they were not able to duplicate the issue and he would need to continue working with them until they are able to duplicate the issue. Customer states he will take it in next week. Agent provided reference number. Customer called back to update this file. Vehicle was at 68480 yesterday and not resolution was made at this time. Vehicle will return on 8/9/07 to have someone from STAR to look at his vehicle. The customer states that he has had his vehicle back at the dealership for the same issue since his last conversation with the previous agent. The customer has the vehicle back in his possession right now and the vehicle is going to go back to the dealership Thursday for the stalling issue. Agent informed the customer to give Chrysler a call back when the vehicle is at the dealership with a diagnosis because at that time would be able to look further into the issue for him. The customer stated that he would do that. Customer states the vehicle is at dealership 60322 for a stalling issue and running rough. Agent contacted the dealership and spoke Tim. Tim states I needs to speak with Howard and he is busy at the time. Tim took agents information and states he will have Howard contact agent at a later time. Agent offered customer a call back. Customer states he can be reached at [REDACTED]. Customer calls seeking update on the file. Agent advised the customer that the agent is waiting on the dealership to contact us back in regards to his vehicle. Agent advised the customer as soon as additional information has been obtained he will be contacted back. Customer understood. Howard from dealer calling in reference to customer s vehicle. Howard

states that the customer was in on 8/16/07 and was not able to duplicate the issue with the stalling issue. Howard adds that they reflashed PCM on 8/9/07 for the stalling issue. Agent informed Howard that the information has been documented and that the previous agent VLB21 is still working the file and maybe sending a direct to dealer to have the issue resolved. Howard understood and thanked.

Customer stated he was waiting on a call back and he is seeking an update on the stalling issue. Agent advised previous agent working on the file has to get more information from the dealership. Agent advised the agent will contact him back when agent got more information. Customer left a number to call him back O [REDACTED].

##### DIRECT-TO-DEALER Code=1a #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Howard to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####  
REASSIGNED TO BC/DLR 32 60322 08/17/07 11:04 R 16585419

Customer calling seeking assistance with trading the vehicle. Informed owner he would need to work with the dealership to see what they could do for him. Owner says he has filled out the lemon law papers will be sending them in if his issues are not resolved.

cair will be reviewed with Howard(sm) at dealer # 60322.

\*\*\*Writer contacted Howard (sm), who said they traded the owner out of this vehicle last Friday, and into a truck. This cair will be closed.

Writer tried to contact the owner but he is on vacation this week. No messages were able to be left for him.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16620113</b>
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<b>VIN</b>	2B3KA53H1 6H [REDACTED]	<b>Open Date</b>	08/13/2007	<b>Built Date</b>	12/07/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	01/23/2006	<b>Mileage</b>	27,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	41499	SCHAUMBURG DODGE INC			
<b>Dealer Address</b>	208 WEST GOLF ROAD				
<b>Dealer City</b>	SCHAUMBURG	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60195
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	HANOVER PARK IL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Power/Engine Control Module - Complete Failure - Default	Customer states that the PCM has to be replaced.
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Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer is seeking rental while vehicle is down at the dealership.  
 Customer states that the vehicle is stalling and needs a PCM for the vehicle. Agent contacted dealership #41499 and spoke to Mike, Service Advisor. Mike stated that the PCM is what the vehicle needs and part # 5094779AH. Agent reviewed parts order and it is not showing, but was just ordered today. Customer states that he is a paramedic and has to have a vehicle. Agent consulted with KW276 and advised customer that a rental cannot be given until the part shows ordered. Agent advised customer to contact Chrysler back to see if the part has posted. Customer was supplied with reference number.

**Customer Assistance Inquiry Record (CAIR)#** **16620647**

<b>VIN</b>	2C3LA63H0 6H [REDACTED]	<b>Open Date</b>	08/13/2007	<b>Built Date</b>	03/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/25/2006	<b>Mileage</b>	17,940	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	68239	ROBERT LARSON'S CHRYSLER JEEP			
<b>Dealer Address</b>	7601 SOUTH TACOMA WAY				
<b>Dealer City</b>	TACOMA	<b>Dealer State</b>	WA	<b>Dealer Zip</b>	98409

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	FOX ISLAND WA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Other - Default Intermittent engine stall out.

081307: Processing repurchase offer due to intermittent engine stall outs and the vehicle was out of service more than 30 days. RAD16  
 08/16/07 Spoke to customer and customer advised that she wants a replacement, advised customer that I will need copy of registration, sent initial docs to Lewy at dealership...JG  
 08/16/07 File forwarded to ISG database

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16622710</b>
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<b>VIN</b>	2B3KA53H1 6H [REDACTED]	<b>Open Date</b>	08/14/2007	<b>Built Date</b>	11/07/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	12/17/2005	<b>Mileage</b>	41,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44719	MCKINNEY DODGE-CHRY-JEEP INC			
<b>Dealer Address</b>	4574 CALHOUN MEMORIAL HWY				
<b>Dealer City</b>	EASLEY	<b>Dealer State</b>	SC	<b>Dealer Zip</b>	29641
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	PICKENS SC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states her vehicle is stalling
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Purchased New or Used? NEW  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 NA  
 Customer states that her vehicle is shutting off. She states that the dealership did a fuel injection clean out and she did not request for this to be done. Agent advised the customer that she will have to continue to work with the dealership on the issue. Per RPL20

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16629055</b>
<b>VIN</b>	2C3KA63H3	6H [REDACTED]	<b>Open Date</b>	08/15/2007	<b>Built Date</b>	01/16/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	03/31/2006	<b>Mileage</b>	12,070	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	68829	BAY SHORE CHRYSLER-JEEP, LLC.				
<b>Dealer Address</b>	1350 SUNRISE HIGHWAY					
<b>Dealer City</b>	BAY SHORE			<b>Dealer State</b>	NY	<b>Dealer Zip</b> 11706
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	BAY SHORE NY [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle stalls out.
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Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer states that the vehicle has been stalling and he has had the vehicle to the dealership. The technician drove the vehicle to his home and it stalled on him so therefore the vehicle is back at the dealership. Agent contacted the dealership and spoke with Bob, service manager. Bob states that the vehicle has only been there for a two days and this is the first time it has been there. Agent advised the customer that if he gets the vehicle back and has the same issue then to give us a call back and we will send a file to the dealership to get the appropriate parties involved with the vehicle stalling. Customer understood.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16654808</b>
<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	08/22/2007	<b>Built Date</b>	10/15/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	02/23/2006	<b>Mileage</b>	35,750	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	60283	OLATHE CHRYSLER JEEP				
<b>Dealer Address</b>	1551 S HAMILTON CIR					
<b>Dealer City</b>	OLATHE	<b>Dealer State</b>	KS	<b>Dealer Zip</b>	66061	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	OVERLAND PARK KS [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Brakes - Anti-Lock Brake System - Leaks - Default	Customer stated that her brakes squeal
Product - Electrical - Transmission Control Module - Intermittent or Inoperative - Default	Customer stated that she had to have the TCM replaced
Product - Air Conditioning / Heater - Condensor/Drier/Exp Valve - Defective - Default	Customer stated that she had to replace the condensor
Product - Drivability - Unknown - Stalling - Default	Customer stated that the vehicle is stalling

Purchased New or Used? New  
 If Used, date purchased? N/a Mileage? N/a  
 From whom did customer purchase used vehicle?  
 N/A  
 Customer stated that she is very upset that her vehicle is having to many issue with her vehicle being only a year old. Customer stated that her brakes have a squealing sound every since she bought the vehicle. Customer stated that she had to replace the condenser, Customer stated that he vehicle was stalling and she had the TCM replaced. Customer stated that once a week the stalling comes back. Customer stated that she is worried that her warranty is going to run out and something major is going to happen. Agent informed the customer that she will be happy to document all her concerns at this time.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16699038</b>
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<b>VIN</b>	2C3KA63H2 6H [REDACTED]	<b>Open Date</b>	09/04/2007	<b>Built Date</b>	07/06/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	11/30/2006	<b>Mileage</b>	5,758	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	68737	CHAPMAN CHRYSLER JEEP LLC
<b>Dealer Address</b>	930 AUTO SHOW DR	
<b>Dealer City</b>	HENDERSON	<b>Dealer State</b> NV <b>Dealer Zip</b> 89014

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

Corporate - Technical Assistance - Default - Default - Default	Tech Fax.
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09/04/07: Received request for technical assistance from Kirk at dealer. Customer states that the vehicle stalls whilw driving 50+ MPH. Reassigned to SAG2 for handling. bmw27 Spoke to Kirk at dealer. Asked him to retrieve Marks page data and flash engine controller to latest calibration. Also flash TIPM. Best is if we can get data recording. SAG2

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16717434</b>
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<b>VIN</b>	2B3KA53H9 6H [REDACTED]	<b>Open Date</b>	09/10/2007	<b>Built Date</b>	08/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	09/20/2005	<b>Mileage</b>	19,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	43570	KARL KLEMENT CHRYSLER-DODGE-JEEP			
<b>Dealer Address</b>	500 N HIGHWAY 287				
<b>Dealer City</b>	DECATUR	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76234
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	GRAHAM TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Other - Default	Claims that the vehicle is stalling.
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Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle? N/A  
 Customer claims that they were to receive a reimbursement for this issue.  
 Customer alleges that the vehicle is doing the same thing again. Customer wants to know what to do with the vehicle because it is not running.  
 Agent will reassign and transfer to agent JHW5 for further review of concern per SG388.  
 Customer states the vehicle is dieing on her again and when being transferred for further assistance the call was lost. Customer states she has not talked to her dealership in regards to the issue due to feeling her dealership is no help. Agent reviewed files and consulted with SG388 and transferred to [REDACTED] for further assistance.

**Customer Assistance Inquiry Record (CAIR)#** **16722832**

<b>VIN</b>	2B3KA53H4 6H [REDACTED]	<b>Open Date</b>	09/18/2007	<b>Built Date</b>	03/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	04/27/2006	<b>Mileage</b>	9,600	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45101	MCDONAGH DODGE INC			
<b>Dealer Address</b>	85 CENTRAL AVE				
<b>Dealer City</b>	METUCHEN	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08840
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	METUCHEN NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default      Customer unhappy with stalling issue.

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Car stalling after cold starts.  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 My 2006 Charger RT w/5.7 V8 has stalled twice in the last week. Both times it stalled were in the morning when I first started the car on those days. The car would start, then idle low (around 500RPM), and then stall. The problem has only occurred at these times and not when the car is warmed up. Please let me know if there are any known issues regarding this or if I should take the car to the dealer.  
 \*\*\*\*\*END OF EMAIL \*\*\*\*\*  
 Purchased New or Used? NEW  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle? NA  
 \*\*\*\*\*END OF COMMENTS\*\*\*\*\*  
 Dear [REDACTED], Thank you for contacting the Dodge Customer Assistance Center concerning a stalling issue with your 2006 Dodge Ram. It s always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations. Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us. Also at this time there are no known issues with this vehicle and you may want to take this vehicle to a dealership to have it diagnosed. Thanks again for your email.  
 \*\*\*\*\*END OF RESPONSE\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16737771</b>
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<b>VIN</b>	2C3KA63H8 6H [REDACTED]	<b>Open Date</b>	09/14/2007	<b>Built Date</b>	05/02/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/16/2006	<b>Mileage</b>	1,865	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45022	BRENT BROWN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	1825 N UNIVERSITY PARKWAY				
<b>Dealer City</b>	PROVO	<b>Dealer State</b>	UT	<b>Dealer Zip</b>	84604
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SPANISH FORK UT [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer seeking information about Lemon Law.
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\*\*\*Recall Contact\*\*\*  
Purchased New or Used? New  
If Used, date purchased? N/A Mileage? N/A  
From whom did customer purchase used vehicle? N/A  
Customer seeking information on Lemon Law. Customer states that the vehicle keeps stalling and they have taken the vehicle to get worked on numerous times. Transfer per ALS70.  
Customer states that vehicle stalls and she is seeking lemon law.  
Customer states that the vehicle has been to the dealer four times for the issue. Agent contacted the dealer and spoke with Brian. Brian states that the vehicle was in on:  
08/27/07- 08/30/06 at 18,065 miles for the engine stalling, dealer updated the controller  
Brian states that it has only been in one time for the engine stalling.  
Agent referred the customer to her blue and white booklet for lemon law.

**Customer Assistance Inquiry Record (CAIR)#** **16741070**

<b>VIN</b>	2B3KA53H4 6H [REDACTED]	<b>Open Date</b>	09/18/2007	<b>Built Date</b>	03/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	04/27/2006	<b>Mileage</b>	9,600	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45101	MCDONAGH DODGE INC			
<b>Dealer Address</b>	85 CENTRAL AVE				
<b>Dealer City</b>	METUCHEN	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08840
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	METUCHEN NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default      Customer unhappy with stalling issue.

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 car stalling  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 I am still awaiting a response on this inquiry - REFERENCE NUMBER:  
 16722832 Please advise. Thanks. [REDACTED]  
 \*\*\*\*\*END OF EMAIL\*\*\*\*\*

Purchased New or Used? NEW  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle? NA  
 \*\*\*\*\*END OF COMMENTS\*\*\*\*\*

Dear [REDACTED] Thank you for contacting the Dodge Customer Assistance Center concerning a stalling issue with your 2006 Dodge Ram. We apologize for the delay in responding to your concerns. We trust the problems mentioned in your email have been resolved to your satisfaction. If this is not the case, please call us at 1-800-992-1997, between the hours of 8:30 a.m. & 5:00 p.m. Please be assured, your comments regarding the quality of your Dodge Charger have been received and properly recorded in our records. Thanks again for your email.  
 \*\*\*\*\*END OF RESPONSE\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16753718</b>
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<b>VIN</b>	2B3KA53H8	6H [REDACTED]	<b>Open Date</b>	09/19/2007	<b>Built Date</b>	11/28/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	08/15/2006	<b>Mileage</b>	10,000	<b>Dealer Zone</b>	74	DENVER	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	68978	LUTHER BROOKDALE CHRY-JEEP					
<b>Dealer Address</b>	8188 BROOKLYN BLVD						
<b>Dealer City</b>	BROOKLYN PARK			<b>Dealer State</b>	MN	<b>Dealer Zip</b>	55445
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	DAYTON MN [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer stated that his vehicle stalls.
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Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle?  
 N/A  
 Customer wants to know if stalling is a common concern. Customer stated that this is currently happening to his vehicle. Agent advised customer that agent would not have any information on this and to speak to the a dealer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16764173</b>
<b>VIN</b>	2B3KA53H4	6H	<b>Open Date</b>	09/28/2007	<b>Built Date</b>	03/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	04/27/2006	<b>Mileage</b>	9,700	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	45101	MCDONAGH DODGE INC				
<b>Dealer Address</b>	85 CENTRAL AVE					
<b>Dealer City</b>	METUCHEN	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08840	
<b>Owner</b>				<b>Contact Type</b>	E-MAIL	
<b>Address</b>				<b>Home Phone</b>		
	METUCHEN NJ			<b>Country</b>	UNITED STATES	

Corporate - Special Programs - Default - Default - Default	Inquiry regarding lemon law process
Product - Drivability - Unknown - Stalling - Default	Vehicle at dealership for stalling

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

Lemon Law process

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

\*\*\*\*\* EMAIL COMMENTS \*\*\*\*\*

My 2006 Dodge Charger is now at the dealer for the second time in a week for stalling. I live in NJ and am looking into the Automobile Lemon Laws for car owners in the state. Could you please tell me the process on your end or who I need to speak with if the dealer cannot fix this problem after 3 tries. Thank you.

\*\*\*\*\* END EMAIL COMMENTS \*\*\*\*\*

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle? N/A

\*\*\*\*\* WRITER S COMMENTS \*\*\*\*\*

Customer name and address (CNA) was updated 09/18/07; no changes necessary.

Writer called dealership; spoke with Service Manager Gary; he states customer picked up vehicle 09/28/07; dealership has contacted STAR; issue was powertrain control module (PCM); dealership replaced PCM.

\*\*\*\*\* WRITER S RESPONSE \*\*\*\*\*

Thank you for contacting the Dodge Customer Assistance Center regarding your 2006 Dodge Charger RT.

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.

To review your concerns, I spoke with Gary, Service Manager at McDonagh Dodge, Inc. Gary informed me you have picked up your Charger and the issue seems to be resolved.

Lemon laws are regulated by state governments. To get information about your rights, contact your State Attorney General s Office. They will provide you with all the information that you will need.

In addition, there should be a white and blue booklet with your Owner s Manual that explains how to go through the lemon law process.

If you have any further questions, please give us a call at

1-800-992-1997.

Thanks again for your email.

\*\*\*\*\* END WRITER S RESPONSE \*\*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16767422</b>	
<b>VIN</b>	2C3LA63HX	6H	<b>Open Date</b>	09/24/2007	<b>Built Date</b>	12/20/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	03/09/2007	<b>Mileage</b>	10,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE					
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					
<b>Dealer</b>	44272	DARRELL YATES AUTO MALL INC					
<b>Dealer Address</b>	3001 SOUTH MUSKOGEE						
<b>Dealer City</b>	TAHLEQUAH			<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74464
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE	
<b>Address</b>					<b>Home Phone</b>		
	MUSKOGEE OK				<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default      states that the vehicle stalls while driving.

Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle? N/A  
 Customer states that he is having issues with the vehicle and dealer is requesting the customer to use an auto pilot. Customer states that the vehicle cuts off while driving and does not feel the vehicle stalls while driving. Customer states that he is going to take the vehicle back to the selling dealership and advised that he does not feel that Chrysler should request the customer to drive the vehicle. Agent advised customer that the auto pilot is a diagnostic tool that assists the dealership in resolving the issue and advised is used when the dealerships are not able to find the cause of the issue with the computer diagnostic. Agent advised customer that the dealership has to be able to find the issue to fix the issue and advised that the customer could ask the dealership to keep the vehicle while the auto pilot is on the vehicle. Agent advised customer that once the vehicle is back at the selling dealership to contact Chrysler back for further assistance and provided reference number.

**Customer Assistance Inquiry Record (CAIR)#** **16774718**

<b>VIN</b>	2B3KA53H9 6H [REDACTED]	<b>Open Date</b>	09/26/2007	<b>Built Date</b>	09/15/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	05/01/2006	<b>Mileage</b>	12,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PVE	GO MANGO!			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	43748	LARRY SLACK CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	6486 US HIGHWAY 287 N ACCESS RD				
<b>Dealer City</b>	BOWIE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76230
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BOWIE TX [REDACTED]	<b>Country</b>	UNITED STATES		

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

Roadside Assistance Contacted - DATE : 2007-09-24  
 Road Side File Created 09-26-07 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 13125 STATE HIGHWAY 59 6486 US HIGHWAY 287 N ACCESS R  
 BEN HOLLAND ROAD  
 BOWIE BOWIE  
 TX USA TX  
 CALLER\_COMMENTS VEH STALLS. TOW\_COMMENTS VENDOR\_  
 DEALER CODE : 43748 LARRY SLACK CHRYSLER DODGE JEEP

**Customer Assistance Inquiry Record (CAIR)# 16791571**

<b>VIN</b>	2B3KA53H9 6H [REDACTED]	<b>Open Date</b>	10/03/2007	<b>Built Date</b>	08/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	09/20/2005	<b>Mileage</b>	18,500	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44604	DON HELM CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	1609 E HIGHWAY 380				
<b>Dealer City</b>	GRAHAM	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76450
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	GRAHAM TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle is stalling while driving.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States problem is not resolved.

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 My car is a lemon!!!!!!!  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle? n/a  
 \*\*\*\*\*EMAIL CONTENT\*\*\*\*\*  
 Some one needs to call me TODAY. My car has been in the shop 6 times in the last year for the same problem and is still not fixed, I beleive it can t be fixed. Chrysler needs to take this car back ASAP. I am tired of calling and getting voice mails, I need to speak with a person TODAY.  
 \*\*\*\*\*END EMAIL CONTENT\*\*\*\*\*  
 \*\*\*\*\*EMAIL RESPONSE\*\*\*\*\*  
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Charger.  
 Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.  
 If your concerns have not been addressed, or you have other concerns, please email or contact the Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.  
 Thanks again for your email.  
 \*\*\*\*\*END EMAIL RESPONSE\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16803305</b>
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<b>VIN</b>	2D8GV572X 6H [REDACTED]	<b>Open Date</b>	10/04/2007	<b>Built Date</b>	04/18/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD	
<b>In Service Dt</b>	08/23/2006	<b>Mileage</b>	10,700	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68858	SOUTH BAY CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	20900 HAWTHORNE BLVD				
<b>Dealer City</b>	TORRANCE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	90503
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	LOS ANGELES CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States the check engine light comes on.
Product - Drivability - Unknown - Stalling - Default	States the vehicle stalls out on her.
Corporate - Roadside Services - Warranty - Towing - Default	

Roadside Assistance Contacted - DATE : 2007-10-02  
Road Side File Created 10-04-07 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
6506 SENFORD AVENUE 20900 HAWTHORNE BLVD  
BEDFORD AVENUE  
LOS ANGELES TORRANCE  
CA USA CA  
CALLER\_COMMENTS TOW\_COMMENTS VENDOR\_COMMENTS  
DEALER CODE : 68858 SOUTH BAY CHRYSLER JEEP DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16818774</b>
<b>VIN</b>	2C3KA63H9 6H [REDACTED]	<b>Open Date</b>	10/09/2007	<b>Built Date</b>	05/11/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	03/26/2007	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	39075	BUHLER & BITTER INC				
<b>Dealer Address</b>	3290 HIGHWAY 35					
<b>Dealer City</b>	HAZLET	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07730	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	HOLMDEL NJ [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls in hard turn.
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Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle? n/a  
 Customer called in stating that the vehicle stalls when making a hard turn at times. The customer wanted to see if there was any information on this condition as the customer stated the dealer did not know of this issue and has not been able to diagnose the vehicle. The agent advised the customer that there is nothing on file for this issue and if his dealer is not able to find the problem he can seek another dealers assistance with this stalling issue.

**Customer Assistance Inquiry Record (CAIR)#** **16825781**

<b>VIN</b>	2C3LA63H3 6H [REDACTED]	<b>Open Date</b>	10/10/2007	<b>Built Date</b>	09/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	11/20/2006	<b>Mileage</b>	13,624	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	66908	GARY MATHEWS MOTORS INC			
<b>Dealer Address</b>	1100 NEW ASHLAND CITY RD				
<b>Dealer City</b>	CLARKSVILLE	<b>Dealer State</b>	TN	<b>Dealer Zip</b>	37040

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

Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	Customer reports brakes squeak.
Product - Electrical - Navigation System - Unable To Receive Signal - Default	Customer reports navigation system failure.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer reports power loss.
Product - Drivability - Unknown - Stalling - Default	Customer reports vehicle stalls.

Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle? N/A  
 Customer reports vehicle stalls intermittently, approximately three times since she purchased it, and states that it also has experienced power loss and the navigation system. Customer also reports the brakes squeak. Called dealership and spoke to Service Advisor Jeff who advised that they have been able to duplicate the issue at this time.  
 08/15/07 at 11604 miles - Customer reports vehicle stalling. Issue not verified. Customer advised to not restart the vehicle should the issue reoccur.  
 Advised customer that she may consider having the vehicle towed to the dealership should this issue occur again. Provided customer reference number.

**Customer Assistance Inquiry Record (CAIR)#** **16826261**

<b>VIN</b>	2C3LA63H0 6H [REDACTED]	<b>Open Date</b>	10/11/2007	<b>Built Date</b>	08/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/09/2005	<b>Mileage</b>	23,946	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	67703	HUFFINES CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	4500 W PLANO PKWY				
<b>Dealer City</b>	PLANO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75093
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	ALLEN TX [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2007-10-09  
 Road Side File Created 10-11-07 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 HEDGECOXE ROAD 4500 W PLANO PKWY  
 CUSTARD RD  
 PLANO PLANO  
 TX USA TX  
 CALLER\_COMMENTS VEH STALLED IN MIDDLE RD TOW\_COMM  
 DEALER CODE : 67703 HUFFINES CHRYSLER JEEP DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>16826274</b>
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<b>VIN</b>	2C3LA63H0 6H [REDACTED]	<b>Open Date</b>	10/11/2007	<b>Built Date</b>	08/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/09/2005	<b>Mileage</b>	23,946	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	67703	HUFFINES CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	4500 W PLANO PKWY				
<b>Dealer City</b>	PLANO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75093
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	ALLEN TX [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2007-10-09  
 Road Side File Created 10-11-07 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 HEDGECOXE ROAD 4500 W PLANO PKWY  
 CUSTARD RD  
 PLANO PLANO  
 TX USA TX  
 CALLER\_COMMENTS VEH STALLED IN MIDDLE RD/03/CUST  
 DEALER CODE : 67703 HUFFINES CHRYSLER JEEP DODGE

**Customer Assistance Inquiry Record (CAIR)#** **16980736**

<b>VIN</b>	2C3KA63H0 6H [REDACTED]	<b>Open Date</b>	11/29/2007	<b>Built Date</b>	04/19/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/28/2006	<b>Mileage</b>	1	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PYG	LINEN GOLD METALLIC PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	60238	CAR PROS CHRYSLER JEEP			
<b>Dealer Address</b>	21126 AVALON BLVD				
<b>Dealer City</b>	CARSON	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	90745
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CARSON CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default Atty demand letter

Atty demand letter rec d and scanned to system. Please review, and contact Atty s office to resolve

**Customer Assistance Inquiry Record (CAIR)#** **16987691**

<b>VIN</b>	2C3LA63HX 6H [REDACTED]	<b>Open Date</b>	12/04/2007	<b>Built Date</b>	12/20/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/09/2007	<b>Mileage</b>	12,500	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	67494	NORMAN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	481 NORTH INTERSTATE DRIVE				
<b>Dealer City</b>	NORMAN	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	73069
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MUSKOGEE OK [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer is dissatisfied with the product.
Product - Drivability - Unknown - Stalling - Default	Dealer stated that the customer has stalling concerns.

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
Dissatisfaction with Chrysler Corp. response to problems  
\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
Purchased New  
\*\*\*\*Begin Customer Email\*\*\*\*  
Request immediate contact by phone. My file number is 16920657. I am a long-time customer with numerous Chrysler purchases but am extremely dissatisfied with current situation concerning my vehicle.  
\*\*\*\*Begin Response\*\*\*\*  
Rerouted to T2TN for further handling as customer needs call back regarding the dissatisfaction with current situation concerning his vehicle.  
\*\*\*\*End of Response\*\*\*\*  
Agent attempted to contact the customer on 12/04/07 at 1:54 pm on the customer s Home phone # [REDACTED], but was unable to reach. Writer left message with reference number, personal extension, hours available, and CCAC number.  
Agent attempted to contact the customer on 12/04/07 at 1:57 pm on the customer s Work phone # [REDACTED], but was unable to reach. Writer left message with reference number, personal extension, hours available, and CCAC number.  
\*\*\*\*\* EMAIL RESPONSE \*\*\*\*\*  
Email states:  
Thank you for contacting the Customer Assistance Center for Chrysler vehicles regarding the stalling issue in your 2006 Chrysler 300C. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone numbers you provided. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69643. If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy: Vehicle owner name Vehicle owner address Day and evening phone numbers Vehicle Identification Number (VIN) Current vehicle mileage An explanation of the problem We have trained Customer Service Representatives available

to address the questions and concerns you may have. Also Mr. [REDACTED], upon review of your concerns to this matter our records indicate that the file has been forwarded for review and contact is requested by Cathy Nelson at the following number (888)542-7239 EXT443 in concerns to your issue. I look forward to speaking with you.  
Thank you again for your email.

\*\*\*\*\* NEXT AGENT \*\*\*\*\*

IF customer calls back please inform customer that our records in CAIR #16920657 shows that Customer should speak with Cathy Nelson at (888)542-7239 EXT. 443 in concerns to his issue.

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**Customer Assistance Inquiry Record (CAIR)#** **17021628**

<b>VIN</b>	2C3KA63H7 6H [REDACTED]	<b>Open Date</b>	12/12/2007	<b>Built Date</b>	06/07/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	04/30/2007	<b>Mileage</b>	11,725	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	07421	PALM CHRYSLER
<b>Dealer Address</b>	3535 NORTH MAIN STREET	
<b>Dealer City</b>	GAINESVILLE	<b>Dealer State</b> FL <b>Dealer Zip</b> 32609

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	GAINESVILLE FL [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner sends in LETTER OF DEMAND FOR REPLACEMENT FIRST CLASS MAIL recieved 12-11-2007. Please respond to the owner complaints listed in letter A.S.A.P  
 Please contact the owner and resolve owner demand for replacement as it relates to state lemon law requirements and implied warranty on this vehicle. Thank You Michael Pawlowski.  
 SEE PRIOR CAIR ON SAME ISSUE SEE OPEN CAIR TO THE DEALER ON SAME ISSUE CAIR 17003649 PLEASE HANDLE ON MERIT  
 \*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 12/13/07\*\*\*\*\*  
 SEE ABOVE CONCERNS.  
 THERE ARE NO NUMBERS ON FILE. SENT APPT LETTER TO OWNER. APPT SET FOR PALM ON 1/29/07. CAIR TO BE REASSIGNED ONCE APPT HAS BEEN CONFIRMED. SW69 SPOKE TO SM/RENEE, WHO STATES OWNERS COMPLAINT HAS NEVER BEEN DUP. THE STAR SCAN WAS ALSO USED TO NO AVAIL. SW69  
 2/8/08 OWNER HAS CONFIRMED APPT. CONCERN IS VEH STALLS W/O NOTICE. REASSIGNED CAIR TO TECH. SW69  
 appt set  
 1/28/08 MVW inspected vehicle found the PCM was not up to date . Dlr to ref lash the PCM with the latest update to correc t this issue.mvw  
 2/4/08 CALLED OWNER, WOMEN ANSWERED PHONE, SAID OWNER WAS NOT AVAILABLE. WRITER SENT FU LETTER. CAIR CLOSED SW69  
 2/7/08 RECEIVED STATE BOARD ARBITRATION CASE #2008-0089/JAX.

**Customer Assistance Inquiry Record (CAIR)#** **17026891**

<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	12/12/2007	<b>Built Date</b>	11/25/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	11/25/2005	<b>Mileage</b>	17,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	41582	CROWN DODGE-CHRYSLER INC			
<b>Dealer Address</b>	2707 SHORTCUT ROAD				
<b>Dealer City</b>	PASCAGOULA	<b>Dealer State</b>	MS	<b>Dealer Zip</b>	39567
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MOSS POINT MS [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Hesitation/No Power - Default      Customer states the vehicle just shut off.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle?  
 N/A  
 Customer states vehicle just shuts off when driving or pulling out.  
 Customer states the dealer has replaced multiple items including the computer. Customer is seeking buyback. Transferred to CCAC for further assistance per KR294  
 Customer contacting stating that dealership 41582 informed him that they are going to an engineer come down and look at the vehicle. Customer states that he wants out of the vehicle and dealership 41582 informed him to contact Chrysler before goes to speak to a lawyer. Contacted dealership 41582 and spoke with Mike the Service Manager. Mike informed agent that the customer was informed to contact Chrysler because, the FMDM knows that he wants out of the vehicle, the District Manager is aware also. Mike states that have a tech coming back in to look at the vehicle some more. Mike informed agent that the vehicle was in on \*\*11/06/07 at 17,201 miles for a stalling concern and performed a flash to the transmission oil pressure unit.\*\* Mike states that they replaced parts on the vehicle and it has not stalled but, the tech is going to look at the vehicle some more. Informed Mike that a direct-to-dealer will be sent. Mike complied. Agent informed customer that the file will be sent to the dealership and he would need to work with the dealership.  
 ##### DIRECT-TO-DEALER (Code=1A) #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.  
 Agent called dealer and spoke to Mike the Service Manager to inform that CAIR was being sent.  
 CUSTOMER CONTACT [REDACTED]

#####

REASSIGNED TO BC/DLR 63 41582 12/12/07 11:58 R 17026891

Customer alleges he was advised to refer back to the dealer. Customer alleges the dealer advised that nothing could be done until they heard from Chrysler. Agent advised customer that the customer is referred to work with the dealer to resolve concerns with vehicle and for updates. Agent advised customer the file is sent to dealer, district manager and internal parties in Chrysler. Customer inquires about timeframe for review. Agent advised customer there is not a timeframe. Agent advised customer that he can refer to the dealer or CCAC for updates. Agent advised customer there are no updates at this time but to continue working with dealer. Customer inquires about district manager contact information. Agent referred customer to dealer and advised that information is not available through CCAC.

Customer is requesting status on the issues with his vehicle. Customer states that the dealership has informed him that they are waiting for Chrysler to make a decision. Agent informed customer that CCAC does not have any further information or status on the vehicle. Customer stated when he asked about contacting the DM he was told that the service manager could not provide the phone #. Agent advised customer that any contact with the DM or the business center does have to go thru the dealership. If the service manager will not provide the DM s contact information, then the service manager should put the DM in touch with the customer.

District Manager tried reaching the customer a few times and finally spoke with him on 1-2-08. The customer was offered an exchange vehicle at MSRP to MSRP. Customer will think about it and have an answer tomorrow. fcc12

Customer has decided to turn down the replacement offer.

Customer has reconsidered decision not to accept replacement offer. DM was in contact with customer on 1/8/08 and the customer accepted replacement offer. DM, Falen Chiasson, spoke with Bobby Dalgo, owner of Crown and decided on customer paying MSRP to MSRP with .20 cents a mile up to 17,206 miles (this is the mileage of the vehicle when it was brought into the shop).

Correction to mileage fee: Changed to .15 cents a mile. fcc12

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>17027828</b>
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<b>VIN</b>	2C3KK63H3 6H [REDACTED]	<b>Open Date</b>	12/12/2007	<b>Built Date</b>	12/20/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	03/30/2006	<b>Mileage</b>	15,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	66057	ED TOMKO CHRYSLER JEEP, INC.			
<b>Dealer Address</b>	33725 WALKER RD				
<b>Dealer City</b>	AVON LAKE	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	44012
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	AVON LAKE OH [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Stated vehicle is stalling.
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Purchased New or Used?used  
 If Used, date purchased?04/19/07 Mileage?10000  
 From whom did customer purchase used vehicle?  
 CDJ  
 Customer stated she is having problems with the vehicle stalling. Stated she took the vehicle in the shop, and it never stalled. Claims that the vehicle stalls when it rains, and is hard to get out of gears. Customer stated that 66057 refuses to work on the vehicle because she did not purchase the vehicle from them. Agent called 66057 service manager Charlie. Charlie stated he would not know what to look for since the vehicle only stalls when it rains. Suggested to take it back where she purchased it so they can give her loaner while the vehicle is being diagnosed. Stated that he is very backed up on work, and would not be able to get to her vehicle within the reasonable time customer is wanting. Agent informed customer of what service manager Charlie advised. Customer stated that she is on her own. Her husband had a stroke last year and she has no help and is scared to drive the vehicle because it stalls in traffic when it rains.  
 Agent consulted with ERB21. ERB21 stated that we suggest she takes the vehicle to the selling dealership due to scheduling issues at 66057. Agent informed customer of advised ERB21 provided.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>17036353</b>
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<b>VIN</b>	2C3LA63HX 6H [REDACTED]	<b>Open Date</b>	12/14/2007	<b>Built Date</b>	04/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	12/28/2005	<b>Mileage</b>	26,610	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68790	HAROLD ZEIGLER DODGE JEEP			
<b>Dealer Address</b>	1186 EAST M-89				
<b>Dealer City</b>	PLAINWELL	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	49080
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	RICHLAND MI [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller claims to have an ongoing issue.
Product - Drivability - Unknown - Stalling - Default	Caller claims to have an ongoing stalling issue.

Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Caller claims that he has been having an ongoing start and stall concern since he first purchased this vehicle. Caller states that the dealership is now advising that they do not know what to do for the customer. Writer contacted 68790 and spoke with Matt the service advisor who states that the technician has contacted STAR regarding this concern and there is not any information that they could provide. Matt claims that star advised to just try and get the concern to duplicate and if it cannot be duplicated to give the vehicle back to the customer. Matt alleges that he has a case number regarding a key fob issue that had the same concern. Removed IOD fuse for 10 minutes which reset the WCM on the vehicle. Writer advised the caller that at this time he will need to continue working with the dealership for a resolution. Writer advised the caller if the issue is not resolved then he would need to contact CCAC back to get the appropriate parties involved for a resolution.

**Customer Assistance Inquiry Record (CAIR)#** **17076435**

<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	01/02/2008	<b>Built Date</b>	07/18/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	08/26/2005	<b>Mileage</b>	30,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	55483	PALMER DODGE INC			
<b>Dealer Address</b>	4545 EAST 96TH STREET				
<b>Dealer City</b>	INDIANAPOLIS	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	46240
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CARMEL IN [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - No Start - Default Intermittent no start.

Purchased New or Used? New  
 If Used, date purchased? na Mileage? na  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer contacting stating that he is getting ready to have the vehicle towed to dealership 55483. Customer states that this is a very intermittent stalling concern with his vehicle. Inquired if he has spoken with CN146 from pervious file 16850383. Customer informed agent that he has but, it has been awhile. Provided customer with the new reference number and transferred him to CN146 voice mail. CN146 has contacted both the customer and the DM regarding this vehicle concern. The DM has both the field tech advisor and Chrysler engineers working to resolve this issue. CN146 advised the DM that CN146 will assist if assistance is needed.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17077982</b>
<b>VIN</b>	2C3KK63H1 6H [REDACTED]	<b>Open Date</b>	01/02/2008	<b>Built Date</b>	02/02/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD		
<b>In Service Dt</b>	02/18/2006	<b>Mileage</b>	33,047	<b>Dealer Zone</b>	35 WASHINGTON	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	43888	BEAR CHRYSLER-DODGE-JEEP INC				
<b>Dealer Address</b>	1243 EAST FRONT STREET					
<b>Dealer City</b>	BERWICK	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	18603	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	SHICKSHINNY PA [REDACTED]	<b>Country</b>	UNITED STATES			
<b>Product - Unknown - Unknown - Stalling - Default</b>		<b>Stated the vehicle stalls when shifting in to high gear.</b>				

Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle? N/A  
 Customer stated the vehicle sputters, misses, and then stalls when shifting in to high gear.  
 Customer stated the vehicle has been at the dealer for more than 30 days, and the dealer can not find a way to correct the issue.  
 Customer wants the vehicle bought back, and the loan paid off.  
 Agent called Dealer 43888, and spoke with the acting service manager, Neil.  
 Neil stated the vehicle has been down at the dealer since 12/01/07.  
 ##### DIRECT-TO-DEALER Code=1-B #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.  
 Agent called dealer and spoke to Glen, the general manager to inform that CAIR was being sent.  
 CUSTOMER CONTACT INFORMATION: [REDACTED]  
 #####  
 Customer is seeking relief under State Lemon Law / Buyback / Arbitration process.  
 REASSIGNED TO BC/DLR 35 43888 01/02/08 13:24 O 17077982  
 \*Contact Date:01/03/2008  
 Service Manager at the dealership has updated the Cair# 17077982  
 An appointment has been set with the customer.  
 Customer called seeking a update on the file. Customer wants to speak to a supervisor. Agent consulted with HAD9 to contact the dealership and speak to Neil. Neil stated he is not sure why the service manager put that a appointment has been made because the vehicle has been at the dealership since 12/1/07. Customer stated that she wants something done before her next payment is due.  
 1/9/08- DM spoke with Tech Advisor Joe Morton. Joe drove the vehicle on

1/8/09, Sent PCM recordings to Detroit for analyzing. KJK51

1-9-08 DM offered a powertrain service contract in interest of customer satisfaction. 5/50 power train contract with a \$0 deductible. KJK

Contract added. MPW

1-11-08 Writer spoke with owner. Writer offered one month car payment due to the extended down time of the vehicle. MPW

1-11-08 Writer offered lease termination.

Remainder of lease would be paid for by Chrysler. Customer would not be refunded prior car payments.

1-11-08 Owner is in a rental. ISG to pay rental. Owner to turn in rental upon lease termination. MPW

1-11-08 File sent to ISG for processing. MPW

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>17127795</b>
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<b>VIN</b>	2D4GV5729	6H [REDACTED]	<b>Open Date</b>	01/16/2008	<b>Built Date</b>	09/14/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD			
<b>In Service Dt</b>	05/26/2006	<b>Mileage</b>	22,600	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	43012	CERRITOS DODGE INC					
<b>Dealer Address</b>	18803 STUDEBAKER ROAD						
<b>Dealer City</b>	CERRITOS			<b>Dealer State</b>	CA	<b>Dealer Zip</b>	90703
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	LAKEWOOD CA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking assistance with a rental vehicle.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Purchased New or Used? New  
 If Used, date purchased? n/a Mileage? n/a  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer called in seeking recall information. Agent advised customer that there is no incomplete recalls on the vehicle. Customer states that his vehicle stalled on him today for the fourth time. Customer states that he has had the vehicle to the dealership ounce before for this same problem and he is seeking assistance with a rental vehicle. Agent advised customer to take the vehicle to the dealership and after the vehicle has been diagnosed to call CCAC back and provide reference number and than CCAC could look into possible assistance with a rental vehicle.

**Customer Assistance Inquiry Record (CAIR)#** **17156061**

<b>VIN</b>	2B3KA53H2	6H [REDACTED]	<b>Open Date</b>	01/25/2008	<b>Built Date</b>	08/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	12/02/2005	<b>Mileage</b>	3,023	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	57555	DEPENDABLE DODGE INC				
<b>Dealer Address</b>	1440 U S #1					
<b>Dealer City</b>	VERO BEACH	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32960	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	VERO BEACH FL [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2008-01-23  
 Road Side File Created 01-25-08 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 VERO BEACH VERO BEACH  
 FL USA FL  
 CALLER\_COMMENTS STARTS AND STALLS THINKS KEY THEF  
 DEALER CODE : 57555 DEPENDABLE DODGE INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17195586</b>
<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	02/06/2008	<b>Built Date</b>	09/20/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	10/16/2005	<b>Mileage</b>	14,619	<b>Dealer Zone</b>	71 LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	67035	WHITTIER CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	13840 WHITTIER BOULEVARD					
<b>Dealer City</b>	WHITTIER	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	90605	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	WHITTIER CA [REDACTED]	<b>Country</b>	UNITED STATES			
Corporate - Technical Assistance - Default - Default - Default					tech fax	

2/5/08: rec d tech request. customer states check engine on, vehicle stalls reassign to dlr9 for assistance. mlh2

020808....Spoke with Dave, Svc. Mgr. at dealership. Vehicle is not currently at dealership. They could not duplicate the condition so they returned the vehicle to the customer. Technician will gather the data pulled from the vehicle and will call on 2/11 to review with writer....dlr9.

021108....Called dealership for Dave, Svc. Mgr. - left message requesting a return call. Dave called back to report that customer had called this AM to state that vehicle stalled again. Customer will bring vehicle in on 2/12 and attempt to duplicate concern for dealership personnel. Dave will advise status....dlr9.

022008....Called dealership and spoke with Dave, Svc. Mgr. and technician, Kevin. Vehicle is at dealership. Kevin says that the vehicle stalled once with the customer driving as it was started and accelerated from the dealership service drive. Dealership has never been able to duplicate the condition again. Suggested he record all data from vehicle controllers, erase codes, and see if any DTC returns after road testing. He will advise..... dlr9.

022108....Inspected vehicle at dealership this date. Reviewed data from the controllers. Nothing abnormal appears in the data and the condition could not be duplicated. Suggested using StarMobile with a recording template and attach to the vehicle while continuing to start and operate in an attempt to duplicate the concern and capture data to identify the anomaly....dlr9.

022508....Called Dave at dealership. StarMobile data recorder is on the vehicle and they are trying to capture an event. However, they have been unable to duplicate the concern. Road testing will continue today. He will advise if they are able to capture an event....dlr9.

022608....Inspected vehicle at dealership this date. Dealership was able to duplicate a 'hesitation' condition and did get a data recording. Inspected cam sensor/wiring and crank sensor/wiring. Reviewed data recording and based on analysis of data suggested dealership replace the crank sensor and the PCM. Dealership ordered the parts and will install when received. They will advise result after installation and road testing....dlr9.

022708....Kevin, technician, called from dealership to report that they installed the new parts and road tested the vehicle. The condition still occurs and they were able to capture another data recording....dlr9.

022808....Inspected vehicle and reviewed data recording at dealership. The data recording shows normal function - no anomalies. Spoke with porter who drove vehicle on road test and he reported hearing a single chime, but the engine ran OK. Reviewed data from vehicle with StarScan - no problem data found. Installed StarMobile with a more inclusive template and road tested vehicle on 3 separate occasions throughout the day. Vehicle performed flawlessly. Dealership will continue to road test vehicle tomorrow in an attempt to capture a data recording/duplicate the condition....dlr9.

022908....Dave called from dealership. They have driven vehicle several times today and vehicle performs properly. Grounds in wiring harness were checked again and are OK. B+ at the bulkhead was checked and is OK. Dave will contact customer and advise status. Dave will also advise if additional assistance is required.....dlr9.

030408....Forward to TL7 for review and closing....dlr9.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>17198148</b>
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<b>VIN</b>	2C3LA63H6	6H [REDACTED]	<b>Open Date</b>	02/06/2008	<b>Built Date</b>	03/30/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	02/06/2006	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	63106	BREWER CHRYSLER INC				
<b>Dealer Address</b>	2201 AUBURN WAY NORTH					
<b>Dealer City</b>	AUBURN	<b>Dealer State</b>	WA	<b>Dealer Zip</b>	98002	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	AUBURN WA	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Battery - Other - Default	Customer states that his battery kept dying.
Corporate - Lost Customer - Default - Default - Default	Customer was lost.

Agent was updating coin. Customer was lost.  
Purchased New or Used? New  
If Used, date purchased? na Mileage? na  
From whom did customer purchase used vehicle? na  
Customer states that the vehicle has a stalling issue. The customer states that he has taken the vehicle to the dealership numerous times and the issue still exist. Agent contacted the dealership 63106 and spoke with the service manager Ken who informed the agent that the customer has been leaving the vehicle for long periods of time without disconnecting the battery cable which makes the battery drain out. Ken states that the issue is not a manufacturing defect. Ken states that he already informed the customer that if he is not going to drive the vehicle he needs to put a trickle charger on the battery or disconnect the battery so it does not drain out. Ken states that the customer has an appointment with the dealership tomorrow and he has a loaner vehicle for him when he drops the vehicle off for service. Ken states that he will contact the engineers for the customer and check for TSBs but it is not a manufacturing defect. Agent informed the customer of this information and stated that he would need to continue to work with the dealership.

**Customer Assistance Inquiry Record (CAIR)#** **17257529**

<b>VIN</b>	2B3KA53H4 6H [REDACTED]	<b>Open Date</b>	02/25/2008	<b>Built Date</b>	06/21/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	09/01/2005	<b>Mileage</b>	30,249	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	68736	BLACKWELL-BALDWIN DODGE INC
<b>Dealer Address</b>	1660 BUSINESS 60 WEST	
<b>Dealer City</b>	DEXTER	<b>Dealer State</b> MO <b>Dealer Zip</b> 63841

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

Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls.
Product - Electrical - Body Control Module - Other - Default	Front control module has been replaced due to stalling concern.
Product - Fuel System - Carburetor /Throttle Body - Other - Default	Throttle body cleaned due to stalling concern.

Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle?  
 N/A  
 Customer states that her vehicle has been at the dealership for 2 weeks. She states that the vehicle stalls in traffic. She states that the vehicle has been at the dealership at least once a week for 6 weeks. Customer states that she wants out of the vehicle. Agent contacted dealer 68736 and spoke with Rick. He states service history:  
 12/17/07 28357 drivability no duplication  
 12/21/07 28610 drivability throttle body blocked cleaned throttle body  
 1/9/08 29215 drivability replaced front control module  
 1/21/08 29749 drivability still at dealership  
 Agent advised Rick that a direct to dealer is being sent. Agent advised customer that a file is being sent to the dealership to get additional parties involved to find a resolution for the issues that she is having.  
 ##### DIRECT-TO-DEALER Code=1B #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.  
 Agent called dealer and spoke to Rick to inform that CAIR was being sent.  
**CUSTOMER CONTACT INFORMATION:** [REDACTED]  
 #####  
 Customer is seeking relief under State  
 Lemon Law / Buyback / Arbitration process.  
 REASSIGNED TO BC/DLR 51 68736 02/25/08 15:00 O 17257529

Customer states she called about a week and a half ago and has not heard anything. Customer states her vehicle has been into the shop for 40 days off and on. Customer states that this Friday will be four weeks straight. Agent advised customer that a file was sent to the dealership and the business center to get other parties involved with her issue. Agent advised customer that the file is still open and she will need to continue working with the dealership.

\*Contact Date:03/10/2008

Service Manager at the dealership has closed the Cair# 17257529 Incentive has properly been administered and customer has been provided with explanation.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/10/2008 AT 09:08:345 R 17257529

3/17 DM spoke to Bill, general manager, and has agreed to replace this vehicle per customer satisfaction. The customer claims she has nearly been involved in a couple of accidents as a result of her complaint. The customer is pleased.

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**Customer Assistance Inquiry Record (CAIR)#** **17354443**

<b>VIN</b>	2B3KA53HX 6H [REDACTED]	<b>Open Date</b>	03/25/2008	<b>Built Date</b>	12/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	03/17/2006	<b>Mileage</b>	10,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PYH	TOP BANANA!			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	43232	JEFF D'AMBROSIO CHRYSLER JEEP	DODGE
<b>Dealer Address</b>	1221 E LANCASTER AVE		
<b>Dealer City</b>	DOWNINGTOWN	<b>Dealer State</b>	PA
		<b>Dealer Zip</b>	19335

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	WEST CHESTER PA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	Check engine light on
Product - Drivability - Unknown - Poor Idle Quality - Default	rough idle
Referral - Legal - Default - Default - Default	rough idle
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 031708; DATE RECEIVED: 032508  
 \_3.26.2008  
 LAW OFFICES  
 KAREN A MYERS, P.C.  
 RE: SETTLEMENT DEMAND  
 Forwarded to tnt. mrp



**Customer Assistance Inquiry Record (CAIR)#** **17367877**

<b>VIN</b>	2C3KA63H8 6H [REDACTED]	<b>Open Date</b>	03/28/2008	<b>Built Date</b>	07/04/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	04/10/2007	<b>Mileage</b>	18,410	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68886	CHAMPION CHRY-DODGE			
<b>Dealer Address</b>	435 E PASS RD				
<b>Dealer City</b>	GULFPORT	<b>Dealer State</b>	MS	<b>Dealer Zip</b>	39507
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	NEW ORLEANS LA [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Feels that he was discriminated against.
Corporate - Roadside Services - Warranty - Towing - Default	Promised a rental vehicle.
Product - Drivability - Unknown - Stalling - Default	States vehicle stalls out.

Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle? NA  
 Customer states that he is out of town and the vehicle started to stall and had the vehicle taken to a dealership and they cannot find anything wrong with it. Customer is inquiring if he can get a rental vehicle while the vehicle is at the dealership. Customer states that the vehicle is currently at dealer 68886. Agent contacted dealer 68886 and spoke with Lee, service manager. Lee states that the customer was driving and the vehicle died. States that the customer got it started and the vehicle started sputtering. States that the customer had the vehicle towed to a dealer and could not find anything wrong with it. Lee states that they test-drove the vehicle and cannot duplicate the concern. States that the vehicle came in today and is still in the process of being diagnosed. Lee states they cannot provide rental because his representative has told him not to provide any rental for any customer at this time. Informed the customer of this information and advised the customer that a completed diagnosis needs to be performed on the vehicle before Chrysler can look into rental. Customer then requested a supervisor. Advised the customer that agent is empowered to handle the call and to provide him with correct information. Customer requested name and ID number. Agent provided. Customer requested a supervisor. Consulted with TCC17. Advised the customer that supervisor concurs with the decision. Customer demanded a supervisor.  
 \*\*TCC17 took over call\*\*  
 Customer claims that he is on vacation and the vehicle is currently going to be at the dealership for a diagnosis. Customer then states that it is not fair because he is not going to be provided with a rental vehicle. TCC17 advised the customer that that without a completed diagnosis. Customer requested employee ID number and name. Writer provided.  
 \*\*TCC17\*\*  
 Owner states that the vehicle was serviced and had a oil change at Ray Brandt Chrysler #43939 and then he left for vacation. Customer states that while driving down the vehicle it lost power and kept dying on him. Customer states that he called roadside assistance and they towed him to Champion Chrysler #60334 and states that the dealership was racist and

was rude to him. Customer states that the dealership was the cause of him not getting a rental when he called in to Chrysler. Customer also states that the previous agent was rude to him along with the supervisor. Customer states that he was promised by a previous agent before NS632 that Chrysler would provide a rental. Customer is not pleased with the service that he received from CCAC and Champion Chrysler. Agent advised that his complaint would be documented. Customer still was not pleased and agent apologized that he would have to continue to work with the dealership and roadside assistance.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>17502820</b>
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<b>VIN</b>	2C3LA63HX 6H [REDACTED]	<b>Open Date</b>	05/14/2008	<b>Built Date</b>	06/02/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	12/27/2006	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	66910	COWLES CHRYSLER			
<b>Dealer Address</b>	14777 JEFFERSON DAVIS HIGHWAY				
<b>Dealer City</b>	WOODBIDGE	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	22194
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	SPRINGFIELD VA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

CAR STALLS WHILST DRIVING

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

Purchased New or Used? new

\*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

CAR STALLS WHILST DRIVING

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

We appreciate the time and effort you took to write to us. In response to your email, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment, and information available to diagnose and correct concerns with our vehicles.

If a Five Star Dealer is not convenient, you can find a dealership using the 'Find a Dealer' area on the Chrysler website at [www.chrysler.com](http://www.chrysler.com)

Should you have any further questions, please feel free to contact us at 1-800-992-1997 for additional discussion.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **17569435**

<b>VIN</b>	2D4GV5729	6H [REDACTED]	<b>Open Date</b>	06/04/2008	<b>Built Date</b>	01/27/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD		
<b>In Service Dt</b>	11/17/2006	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44684	ANTIOCH CHRYSLER JEEP DODGE INC				
<b>Dealer Address</b>	1810 AUTO CENTER DR					
<b>Dealer City</b>	ANTIOCH	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	94509	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	PITTSBURG CA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default complaining about the vehicle

\*\*\*\*\*internal escalation call\*\*\*\*\*cold

transfer\*\*\*\*\*

The customer states that the car stalls. The customer has been to the dealership many times. It does not happen every time but it happens very often. The customer has been to the dealer but they are not able to duplicate the problem. She has been to the dealership 5 times. Called the service manager, but he was not there. if the customer calls in please talk to the dealer and create a D2D.

Called the service manger he told that the vehicle is not at the dealership since April 4th and he has never heard about the problem. Called the customer but was not able to reach the customer so left a voice message.

So if the customer calls in please make sure that were is the vehicle, at which dealer.

Customer says that the vehicle is at the dealership 44646 since Sunday and it s becoming a safety issue. Customer says that he doesn t have a rental vehicle for the weekend and wants a rental vehicle. Customer says that he also wants to trade in the vehicle and working to file a lemon law. SA at the dealership 44646 is Robert. Customer says that the dealership 44646 is not able to duplicate the problem and says to take the vehicle. Customer says that the vehicle is unsafe to drive. Agent provided the reference number and transferred at 72404.

\*\*\*\*\*internal escalation call\*\*\*\*\*

called the service manger but he was not there,so had a word with the service person. The computer system were down so was not able to get any information.

[REDACTED],customer needs call back.

Customer seeking assistance regarding the same concern. Agent transferred the call to Tier 3 for further handling.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17589589</b>	
<b>VIN</b>	2B3KA53H3	6H [REDACTED]	<b>Open Date</b>	06/11/2008	<b>Built Date</b>	07/21/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	08/20/2005	<b>Mileage</b>	25,300	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	45336	UNITED DODGE					
<b>Dealer Address</b>	5750 SKY POINTE DR						
<b>Dealer City</b>	LAS VEGAS			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89130
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	LAS VEGAS NV [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Other - Default | Customer informs that he has an issue with the vehicle stalling.

Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 NA  
 Customer advises that he has been having issues with the vehicle stalling and not starting. Informs that it has been an ongoing issue, and currently the vehicle is at dealer 45336 and has been down since 06/09/08 waiting on a module to come from Michigan. Agent contacted dealer 45336 and spoke with Frosty in the service department. He advised that they just received the part and the vehicle would probably be done today. Agent provided information to customer. Advised owner to contact his advisor for further information.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17621901</b>
<b>VIN</b>	2C3KA63H7	6H [REDACTED]	<b>Open Date</b>	06/20/2008	<b>Built Date</b>	03/31/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	05/30/2006	<b>Mileage</b>	45,870	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	60069	STEVE RAYMAN CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	4200 JONESBORO ROAD					
<b>Dealer City</b>	UNION CITY			<b>Dealer State</b>	GA	<b>Dealer Zip</b> 30291
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	NEWNAN GA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle stalled out while driving
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Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 NA  
 Customer calling in stating hat the vehicle stalled out on the interstate while she was driving, Customer states that she was able to get off the exit to make it to dealer. Customer states dealer has informed her that she needs a tune up, a fuel injection service, and to change the transmission fluid. Customer states dealer informed her this will be \$800. Customer states she feels she should not have to pay this. Agent informed customer of the maintenance schedule in owners manual and advised that she would be responsible for the cost of maintenance.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17661410</b>
<b>VIN</b>	2C3KA63H6	6H [REDACTED]	<b>Open Date</b>	07/03/2008	<b>Built Date</b>	10/21/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	02/03/2006	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	66901	CHAMPION CHRYSLER JEEP GULF	FREEWAY			
<b>Dealer Address</b>	12215 GULF FREEWAY					
<b>Dealer City</b>	HOUSTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77034	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	SOUTH HOUSTON TX	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer alleges that the vehicle has a stalling problem.
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customer alleges that the vehicle has a stalling problem. Customer alleges that she has taken the vehicle to the dealer 66901, 5 times regarding this problem and the problem is still not resolved. Customer alleges that the vehicle is at the same dealer 66901 for the same problem, and the problem is still resolved. Customer alleges that the dealer 66901 duplicated the problem, but unable to fix the problem. Customer alleges that if the dealer is unable to fix the vehicle, she needs a different vehicle. Customer alleges that she cannot afford to pay the payment. Agent called the dealer 66901 and spoke to service manager Sammy. SM Sammy alleges that the vehicle has a get a power train module and arriving on Monday. SM Sammy alleges that he has already informed her husband about it and her husband informed him that he will consult with the customer and call him back. Agent advised the customer about the same.

**Customer Assistance Inquiry Record (CAIR)#****17727407**

<b>VIN</b>	2C3KA63H2 6H [REDACTED]	<b>Open Date</b>	07/23/2008	<b>Built Date</b>	07/06/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	11/30/2006	<b>Mileage</b>	29,300	<b>Dealer Zone</b>	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	91105	CHRYSLER LLC	NO DISCLOSURE		
<b>Dealer Address</b>	800 CHRYSLER DRIVE				
<b>Dealer City</b>	AUBURN HILLS	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48326
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	HENDERSON NV [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default

Customer complains of stalling issues.

07/23/08: Received attorney demand letter and assigned for handling. bmw27

**Customer Assistance Inquiry Record (CAIR)#** **17785754**

<b>VIN</b>	2C3LA63H1 6H [REDACTED]	<b>Open Date</b>	08/08/2008	<b>Built Date</b>	09/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	01/24/2006	<b>Mileage</b>	27,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PP4	SATIN JADE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	43519	DESERT CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	4701 WEST SAHARA				
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89102
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LAS VEGAS NV [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default Ongoing stalling concern.

Customer states that her vehicle breaks down suddenly. Ongoing stalling concern.  
\*\*\*\*\*

CUSTOMER CALLING IN REGARDS TO THE SAME CAIR NO.#17586203  
Customer states that she wants the problem to be resolved or else she is going to take some strict actions. Transferred call to Tier-3.  
Customer calls very upset, stating that her vehicle is at the dealership for the 7th time regarding a stalling concern. Customer says that the vehicle will stall at 45 MPH, and that the dealership has had her vehicle in May, June and July of this year. Customer is very upset, says that her son was almost hit by a semi truck. Customer says that she works for a law firm who has sent the dealership a letter regarding her request to be taken out of this lease, but they have not responded. Customer states that she has not retained an attorney, but will if no one wants to assist her. Customer also mentioned that the local news media has been involved. Informed customer that the file will be forwarded to the SM and DM for handling. Agent left a message with Brie for SM Johnny.  
\*\*\*\*\* ATTENTION SERVICE MANAGER \*\*\*\*\*

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.  
Sent DM an email, requesting that he follow up with the SM and customer.  
REASSIGNED TO BC/DLR 71 43519 08/08/08 15:42 R 17785754  
\*Contact Date:08/11/2008  
Dealer 43519 has updated the mileage to 24865.  
Service Manager at the dealership has closed the Cair# 17785754  
Complaint could not be duplicated and explanation has been provided to customer.  
Request was reviewed with DM.  
CAIR RETURNED FROM DEALER ON 8/11/2008 AT 11:20:34 R 17785754

**Customer Assistance Inquiry Record (CAIR)#** **17790502**

<b>VIN</b>	2C3KA63H0 6H [REDACTED]	<b>Open Date</b>	08/11/2008	<b>Built Date</b>	06/16/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/17/2005	<b>Mileage</b>	29,952	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	67463	MANASSAS CHRYSLER JEEP			
<b>Dealer Address</b>	8100 CENTREVILLE RD				
<b>Dealer City</b>	MANASSAS	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	20111
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	WOODBIDGE VA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - DaimlerChrysler Address - Default - Default - Default	Customer seeking Chrysler address
Product - Engine - Unknown - Other - Default	Engine Stalling

Customer states that he has visited the dealership regarding the engine stalling 3 to 4 times and they are not able to duplicate the problem. Agent suggested to get a second opinion from another dealership and provided the second dealership information. Customer seeking Chrysler CAC address. Agent provided the information. Customer called back regarding the same issue. Customer visited the dealership 6 times for the same concern. Customer just wants to know what to do to get this matter resolved. Agent called the service manager at the dealership but the call was disconnected twice. Customer states that he does not want to go from here and the vehicle is a lemon. Customer asking for a supervisor  
 \*\*\*\*Internal Escalation\*\*\*\* ( RP762) took the call.  
 Customer states that he does not go from her and the vehicle is a lemon. Agent re-assigning the cair to 81 h. Customer can be contacted at [REDACTED].  
 Purchased New  
 Customer states vehicle has been down at dealership 66420 since last Tuesday for issue with engine. States he wants to get the vehicle fixed. States the vehicle only stalls in the rain. Contacted 66420 and spoke with Service Manager Jim who states the vehicle came in on:  
 \*\*\*9/2/08-still down \*\*32364 miles \*vehicle came in for vehicle stalling at times \*road tested 20 miles, unable to duplicate vehicle stalling \*flashed PCM per TSB  
 Jim states vehicle is ready for pick up. Advised customer of this information and advised the dealer was unable to duplicate stalling issue. States this only happens in the rain and does not think the dealer test drove vehicle in the rain. States this issue has been going on for three years and states the SM at dealer 67463 duplicated the issue when it was raining. States he will go to his lawyer about this and states he recorded the call. Informed customer the agent never gave him permission to record the call. Customer stated thank you and disconnected.  
 \*\*\*\*\*  
 Agent closing CAIR due to customer has been provided a resolution regarding his concern.

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**Customer Assistance Inquiry Record (CAIR)#****17794730**

<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	08/12/2008	<b>Built Date</b>	06/26/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/25/2005	<b>Mileage</b>	25,870	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	63051	SALEM CHRYSLER JEEP INC			
<b>Dealer Address</b>	5010 SALEM AVE				
<b>Dealer City</b>	DAYTON	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45426

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

Corporate - Arbitration - Default - Default - Default	Binding arbitration case # 4208B010 OH
Product - Drivability - Unknown - Stalling - Default	

Binding arbitration case # 4208B010OH  
mediation offer free service contract 7/100 Max.  
Hearing date 9/29/08 at 2:00pm  
The arbitrator decision: The owner s request for repurchase, all costs  
and attorney fees -were DENIED. OK to close file.  
Final & Binding decision.

**Customer Assistance Inquiry Record (CAIR)#** **17836249**

<b>VIN</b>	2B3KA53H5 6H [REDACTED]	<b>Open Date</b>	08/25/2008	<b>Built Date</b>	12/08/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	11/02/2006	<b>Mileage</b>	33,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	56371	IVERSEN MOTOR CO INC			
<b>Dealer Address</b>	1918 S BROADWAY				
<b>Dealer City</b>	SANTA MARIA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93454

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

Product - Drivability - Unknown - Stalling - Default [ ]

DM Matt Stoskopf met with customer on 8-21-08 regarding the customer issue of stalling concern. DM reviewed history of vehicle and found two RO s regarding the matter. The first complaint at 21,862 miles and at 32,944 miles. Niether RO s had a duplication of the concern, and DM explained to customer that Chrysler needs to fully diagnose the issue in order to make a decision for buyback/replacement. DM not denying buyback/replacement, just requesting the opportunity to review vehicle to make a decision. DM offered to give customer a rental vehicle for week of Aug 25-29 while Iversen motors looks over the vehicle and test drives.

On 8-25-08 DM recieved a phone call from service manager stating that the customer did not bring vehicle in for diag and they are speaking to an attorney.

8-25-08 at 9:42am DM left message on customers home phone to call back. DM attempting to explain that vehicle needs diaged before decision can be made mrs76

**Customer Assistance Inquiry Record (CAIR)#** **17858275**

<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	09/02/2008	<b>Built Date</b>	09/26/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	11/14/2005	<b>Mileage</b>	9,800	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE			
<b>Dealer Address</b>	3156 HEMPSTEAD TPKE				
<b>Dealer City</b>	LEVITTOWN	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11756
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	FAX		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	FRANKLIN SQUARE NY [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states that car stall and dies on him
Product - Drivability - Unknown - No Start - Default	Customer states that vehicle dies on him
Referral - Service Contracts - Default - Default - Default	Customer wanted to know about service contracts
Referral - Tier Three - Default - Default - Default	Stalling problem.

Customer states that car stall and dies on him. Customer wanted to know about service contracts. Agent called dealership-Spoke to Peggy, she informed that dealership was not able to diagnose. Agent informed Peggy to get in touch with star team. Dealership agreed to take help of star team. Agent informed that dealership is working on this case. Customer called in for the same issue. He said that he is at the dealership TOWN & COUNTRY JEEP CHRYSLER DODGE. The dealership has no idea when the people from star team are going to come to see the vehicle. Customer is very frustrated. Agent transferred the call to tier 3.

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Call transferred from ZN 85 India.  
Contrary to what the owner was told , 'the people from the star team are NOT coming to see the vehicle'

-  
Owner is very upset he was misled by previous agents.  
I spoke to service manager Paul and he found a bulletin which advises an upgrade to PCM software. He will start with that.  
Advised owner.

10.17.08  
dlr just found a fuel tank and cannister needed replacement due to problems hes looking for Chrys to buy him a CSC  
XH836936 O PUGNI, JOSEPH J.  
3C576468 O PUGNI, JOSEPH J.  
6C284615 O PUGNI, JOSEPH J.  
6H281967 O PUGNI, JOSEPH J.  
As a goodwill I will buy him a 7/70 \$50 deduct MAX Care customer is very happy and will go out and buy a Jeep Grand Cherokee CSC:  
MD770N  
7 YEARS / 70,000 MILES - \$50 DEDUCTIBLE  
POSTMARK DATE: 101708; DATE RECEIVED: 102308  
Writer received transfer, per above, advised customer service contract was added 10/22/08.

Customer called back regarding the same. Agent informed the customer that the CSC has been added on his vehicle.

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**Customer Assistance Inquiry Record (CAIR)#** **17865825**

<b>VIN</b>	2D8GV773X	6H [REDACTED]	<b>Open Date</b>	09/03/2008	<b>Built Date</b>	03/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD		
<b>In Service Dt</b>	12/26/2006	<b>Mileage</b>	1	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	43535	VALLEY DODGE INC				
<b>Dealer Address</b>	6110 VAN NUYS BOULEVARD					
<b>Dealer City</b>	VAN NUYS	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91401	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>		
	GLENDALE CA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default NEW ATTORNEY DEMAND RECEIVED

090208 Received attorney demand letter and assigned for handling. JT/tmt

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17911499</b>
<b>VIN</b>	2C3KK63H1 6H		<b>Open Date</b>	09/17/2008	<b>Built Date</b>	12/20/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD		
<b>In Service Dt</b>	08/31/2006	<b>Mileage</b>	21,651	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	23097	BRADSHAW CHRYSLER JEEP				
<b>Dealer Address</b>	554-581 MAIN STREET					
<b>Dealer City</b>	OAKVILLE	<b>Dealer State</b>	CT	<b>Dealer Zip</b>	06779	
<b>Owner</b>		<b>Contact Type</b>	TELEPHONE			
<b>Address</b>		<b>Home Phone</b>				
	PROSPECT CT	<b>Country</b>	UNITED STATES			
Referral - Tier Three - Default - Default - Default				Referral Tier Three.		
Product - Drivability - Unknown - Stalling - Default						

Purchased New or Used? New  
 If Used, date purchased? 08/31/06 Mileage? 20  
 From whom did customer purchase used vehicle? 23097  
 Coin updated and CAIR reassigned to 82S  
 CONTACT: Anne Lotto  
 Telephone number 1:   
 LOCATION OF VEHICLE/INCLUDING ADDRESS:  
 Prospect CT  
 Location of vehicle phone number:  
 What happened? Customer states that the vehicle stalls and this has inured her back. She advised that she and her daughter have been seeing a chiropractor  
 9.18.2008  
 Called the customer and he stated that his wife and daughter were not injured. The vehicle is still stalling and the customer doesnt feel that the problem was properly diagnosed. Please investigate and lend technical assistance to bring to a firm conclusion.....mrp  
 REASSIGNED TO BC/DLR 32 23097 09/18/08 13:09 O 17911499  
 \*Contact Date:09/22/2008  
 Service / Parts Director at the dealership has updated the Cair# 17911499  
 An appointment has been set with the customer.  
 \*Contact Date:09/29/2008  
 Service / Parts Director at the dealership has updated the Cair# 17911499  
 Parts have been ordered.  
 DM followed up with Svc Mgr, STAR has been very helpful and parts received.  
 Condition rectified and vehicle returned to the customer. MAD

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>17912388</b>
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<b>VIN</b>	2C3KA63H8 6H [REDACTED]	<b>Open Date</b>	09/17/2008	<b>Built Date</b>	04/28/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/10/2006	<b>Mileage</b>	15,054	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	67870	AUTOWORLD			
<b>Dealer Address</b>	1370 AUTO CENTER DR				
<b>Dealer City</b>	PETALUMA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	94952
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SAN RAFAEL CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Technical Assistance - Default - Default - Default	
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091708....Request for Technical Assistance received from dealer 67870. The vehicle stalls when coming to a stop. Forward to WHS7 for review and handling...dlr9.  
 10-07: Authorized dealership to replace PCM. WHS

**Customer Assistance Inquiry Record (CAIR)#** **17978973**

<b>VIN</b>	2C3LA63HX	6H [REDACTED]	<b>Open Date</b>	10/09/2008	<b>Built Date</b>	02/21/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	07/17/2006	<b>Mileage</b>	25,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44231	DEMONTTROND AUTO COUNTRY INC				
<b>Dealer Address</b>	888 IH 45 SOUTH					
<b>Dealer City</b>	CONROE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77304	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	THE WOODLANDS TX	[REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2008-10-07  
 Road Side File Created 10-09-08 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 MIRROR RIDGE DRIVE  
 THE WOODLANDS CONROE  
 TX USA TX  
 CALLER\_COMMENTS STARTS THEN STALLS TOW\_COMMENTS  
 DEALER CODE : 44231 DEMONTTROND AUTO COUNTRY INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18003515</b>
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<b>VIN</b>	2B3KA53H7	6H [REDACTED]	<b>Open Date</b>	10/17/2008	<b>Built Date</b>	06/07/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	03/03/2007	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	35	WASHINGTON	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	45121	I G BURTON CHRYSLER DODGE JEEP OF			SEAFORD		
<b>Dealer Address</b>	20578 SUSSEX HIGHWAY						
<b>Dealer City</b>	SEAFORD			<b>Dealer State</b>	DE	<b>Dealer Zip</b>	19973
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	SEAFORD DE [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	stalling
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Customer called stating that the vehicle has a stalling problem and vehicle has been taken to the dealership # 45121 three times. CAC called the dealership # 45121 and spoke to scott and he states that the customer has put after market prize, over size wheel, customer had been to the dealership once. Scott advised that they are working on the vehicle. CAC advised the customer that the dealership is working on the vehicle.

**Customer Assistance Inquiry Record (CAIR)#** **18170280**

<b>VIN</b>	2C3KA63H5	6H [REDACTED]	<b>Open Date</b>	12/15/2008	<b>Built Date</b>	12/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	04/11/2006	<b>Mileage</b>	11,400	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	60203	STANLEY	DODGE-CHRYSLER-JEEP-BROWNFIELD			
<b>Dealer Address</b>	1704 LUBBOCK RD					
<b>Dealer City</b>	BROWNFIELD		<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79316
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	BROWNFIELD TX [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default vehicle stalls

The customer states that since last two and half months the vehicle keeps on dying.  
 Its does not happen all the time but it does occurs often.  
 The only problem is its 10-15 secs to kick the vehicle back in.  
 The vehicle was at the dealership a couple of weeks ago and they could not duplicate the issue and informed the customer the vehicle is running fine.  
 But the customer is experiencing the same problem.  
 She has not taken the vehicle to the dealership again.  
 Writer suggested the customer to take the vehicle to the same dealership or seek an opinion from another dealership.  
 Caller said that she will take the vehicle back to the same dealership

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18235994</b>
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<b>VIN</b>	2C3KA63H2 6H [REDACTED]	<b>Open Date</b>	01/08/2009	<b>Built Date</b>	07/06/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	11/30/2006	<b>Mileage</b>	39,917	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68737	CHAPMAN CHRYSLER JEEP LLC			
<b>Dealer Address</b>	930 AUTO SHOW DR				
<b>Dealer City</b>	HENDERSON	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89014
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	HENDERSON NV [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Technical Assistance - Default - Default - Default	
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010809 recvd request for technical assistance from kirk @ dlr  
customer complaint: intermittently stall while driving on freeway occurs more often when turning at an intersection  
assigned to ta dsm4 tmt  
1/9/09 - Talked with Kirk at dealership, customer will need to allow a data recording on vehicle so can confirm engine rpm at 0 when vehicle is being driven, problem has never been duplicated for dealer (see previous CAIRs). Dealer indicates that per customer, problem only happens in the summer time when the weather is hot. Asked the dealer why this is an issue now in the winter, he stated that the customer is concerned because of the amount of miles she is putting on the vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18295644</b>
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<b>VIN</b>	2B3KA53H3 6H [REDACTED]	<b>Open Date</b>	01/29/2009	<b>Built Date</b>	09/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	01/28/2006	<b>Mileage</b>	57,725	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44454	ALLEN SAMUELS DODGE INC			
<b>Dealer Address</b>	1515 SOUTH LOOP WEST				
<b>Dealer City</b>	HOUSTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77054
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	HOUSTON TX [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states check engine lights are on.
Product - Unknown - Unknown - Stalling - Default	Customer states vehicle stalls.

Customer called in inquiring about recalls on his vehicle stating his vehicle stalls intermittently and the check engine lights and the other lights on the dash are on as well and the vehicle is at dealership 44454 and the problem is not yet diagnosed. Agent informed customer that there are no pending recalls as of now and that he would be notified by US Mail if Chrysler happens to announce recall in future on the vehicle. Agent advised customer to have the problem diagnosed and give us a call back to check out how Chrysler can assist regarding the problem. Agent helped the customer with the reference number and the direct number of Chrysler Service Contracts as the customer had an active service contract on the vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18376571</b>
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<b>VIN</b>	2C3KA63H5 6H [REDACTED]	<b>Open Date</b>	02/27/2009	<b>Built Date</b>	06/07/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/17/2005	<b>Mileage</b>	62,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	60271	VAN DYN HOVEN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	503 E FOND DU LAC ST				
<b>Dealer City</b>	RIPON	<b>Dealer State</b>	WI	<b>Dealer Zip</b>	54971

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	CAMBRIA W [REDACTED]	<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer experiencing problem with stalling.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I think I have a lemon

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

Purchased New or Used? Used

If Used, date purchased? 10/25/07

If used, mileage at time of purchase? 41978

If used, where was the vehicle purchased? 60271

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

\*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I own a 2006 Chrysler 300C. How do I know if I have a lemon. My car stalls on me even when I m driving 60mph, when I stop at a stop sign,etc. It s been doing this since I ve owned it. I ve had it in the shop and all the codes are correct, they can t figure it out. I bought it used and after my purchase I received all this paperwork. Seems to me that it s been in and out of the shop since it was made back in 2006.

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler 300C.

We regret read of your problem and appreciate the time and effort you took to write to us.

In response to your email regarding problem with stalls, we would like to inform you that it is necessary to discuss this issue with you directly.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.  
Thanks again for your email. We value you and your business.  
\*\*\*\* END EMAIL RESPONSE \*\*\*\*

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18378712</b>
<b>VIN</b>	2B3KA53H6	6H	<b>Open Date</b>	03/02/2009	<b>Built Date</b>	06/06/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	09/03/2005	<b>Mileage</b>	67,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	FRANKLINTON LA				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer complaining that the vehicle dies on the way.
Referral - Other - Default - Default - Default	Customer referred to Chrysler Star Team.

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

Rainbow Chrysler has had my 06 Charger for 6 days. It is dying and not giving a code. They advise me they cannot find the problem and I should come and get my car. It die 84 times on the way to the shop.

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

Purchased New or Used? Used

If Used, date purchased? 02/28/07

If used, mileage at time of purchase? N.A

If used, where was the vehicle purchased? SALESPERSON SSN

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N.A

\*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I cannot believe that this problem has not been addressed in other Chargers. My daughter has an 07 Charger and my sister-in-law has an 08 and they are both doing the same thing, they have not brought them to the shop yet.

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Charger.

We regret to read of the problems that you are experiencing with your vehicle, and appreciate the time and effort you took to write to us. In response to your email, if the dealership has been unable to determine or resolve your concerns, we suggest that you request your dealership to seek assistance from Chrysler Star Team.

If your concerns are still not resolved after consulting Chrysler Star Team, please contact our office at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday.

Thanks again for your email.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18378807</b>
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<b>VIN</b>	2B3KA43H9 6H [REDACTED]	<b>Open Date</b>	02/26/2009	<b>Built Date</b>	05/16/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDH48	DODGE CHARGER RWD	
<b>In Service Dt</b>	07/29/2006	<b>Mileage</b>	37,639	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68707	MICHAEL STEAD'S HILLTOP CHRYSLER	JEEP DODGE		
<b>Dealer Address</b>	3291 AUTO PLAZA DR				
<b>Dealer City</b>	RICHMOND	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	94806
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MARTINEZ CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Technical Assistance - Default - Default - Default	
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022609 recvd request for technical assistance from 68707  
customer complaint: intermittently stalls out  
assigned to ta sag2 tmt  
02-20: Inspected vehicle. Mike Bogges will send new wiring harness to dealership. WHS  
03-18: Dealership has not rcvd wiring harness. Will send note to follow up. WHS  
04-03: Wiring Harness will not be available anytime soon. Advised Shopforeman on isolating the Cam and Crank Sensor wiring. WHS

**Customer Assistance Inquiry Record (CAIR)#** **18421161**

<b>VIN</b>	2B3KA53HX	6H [REDACTED]	<b>Open Date</b>	03/13/2009	<b>Built Date</b>	08/18/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	09/01/2005	<b>Mileage</b>	27,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	26241	HENDRICK CHRY-JEEP				
<b>Dealer Address</b>	5421 RAEFORD ROAD					
<b>Dealer City</b>	FAYETTEVILLE	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28304	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	RAEFORD NC	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default | Vehicle has a stalling problem

Customer states that her vehicle has a stalling problem. Customer states that she has been to two different dealerships to get her vehicle diagnosed but none of them have been able to duplicate the problem. She wants assistance from Chrysler to get her vehicle fixed. Customer asked for a supervisor.  
 Before agent could transfer the call the customer hung up.

**Customer Assistance Inquiry Record (CAIR)#** **18447713**

<b>VIN</b>	2B3KA53H8 6H [REDACTED]	<b>Open Date</b>	03/23/2009	<b>Built Date</b>	01/19/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	10/28/2006	<b>Mileage</b>	20,080	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PYH	TOP BANANA!			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	42947	AUTOWEST CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	230 AUTOMALL DR				
<b>Dealer City</b>	ROSEVILLE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95661

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

Product - Drivability - Unknown - Stalling - Default | Customer complains of engine stalling.

3/23/09 Received attorney demand letter and assigned for handling. jt

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18530403</b>
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<b>VIN</b>	2B3KA73W8 6H [REDACTED]	<b>Open Date</b>	04/23/2009	<b>Built Date</b>	11/14/2005
<b>Model Year</b>	2006	<b>Body</b>	LDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	03/22/2006	<b>Mileage</b>	73,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44280	SIMI VALLEY CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	2350 FIRST ST				
<b>Dealer City</b>	SIMI VALLEY	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93065
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LA CANADA FLINTR CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Transmission Control Module - Defective - Default	The Transmission module has gone bad.
Product - Drivability - Unknown - Stalling - Default	The vehicle is Stalling issue.

The vehicle is having a Stalling issue. Customer says that the vehicle stalls he had taken his vehicle to the 44280 dealership and they replaced the transmission module however the issue is still not resolved hence customer has called in for resolution, customer was asked to get his vehicle back to the dealership and give us a call.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18552576</b>	
<b>VIN</b>	2C3LA63HX	6H [REDACTED]	<b>Open Date</b>	05/01/2009	<b>Built Date</b>	03/24/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	05/03/2006	<b>Mileage</b>	49,719	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.					
<b>Dealer Address</b>	3470 BOULDER HWY						
<b>Dealer City</b>	LAS VEGAS			<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	LAS VEGAS NV [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default

043009 recvd request for technical assistance from mike @ dlr stalls intermittently  
tmt  
Customer called for an update. Agent advised that it has been forwarded to the technical team and he will hear from us soon.  
050709 Talked with Mike, asked him to provide any fault codes.  
050709 Vehicle had stored code for TCM, but not related to engine stall.  
Reviewed Marks Page data with Field Technical Support, showed normal engine shutdown, unlock rpm was 0. Asked Mike at dealer to get a data recording of the actual stall.

**Customer Assistance Inquiry Record (CAIR)#** **18575448**

<b>VIN</b>	2B3KA53H8	6H [REDACTED]	<b>Open Date</b>	05/11/2009	<b>Built Date</b>	12/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/05/2006	<b>Mileage</b>	21,300	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Dealer</b>	25002	CARBONE DODGE CITY				
<b>Dealer Address</b>	5017 COMMERCIAL DR					
<b>Dealer City</b>	YORKVILLE			<b>Dealer State</b>	NY	<b>Dealer Zip</b> 13495
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	UTICA NY [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	vehicle stalls
Corporate - CNA Change - Default - Default - Default	

Customer stated that the vehicle stalls and the dealership not able to duplicate the problem . Agent called the dealership and spoke to Rayan(sa) and he informed that they have observed the stalling problem but its very quick ,they have found that the PCM output is getting cut off. Dealership still in process of diagnosis. Rayan asked the customer to call him so that he can explain the situation to him. Agent informed the same to customer . Customer agreed .

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18725205</b>
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<b>VIN</b>	2B3LA53H2 6H [REDACTED]	<b>Open Date</b>	07/07/2009	<b>Built Date</b>	01/11/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	09/16/2006	<b>Mileage</b>	13,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PYH	TOP BANANA!			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	41573	STRONGSVILLE DODGE INCORPORATED			
<b>Dealer Address</b>	11800 PEARL ROAD				
<b>Dealer City</b>	STRONGSVILLE	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	44136
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CLEVELAND OH [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states that his vehicle is turning off.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer visited the dealer for several times regarding the same concern.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealership unable to solve customer stalling problem with his vehicle.

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 car is turning off and dealer has been unsuccessful in fixing the problem  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Purchased New or Used? Used  
 If Used, date purchased? 03/11/09  
 If used, mileage at time of purchase? 13000  
 If used, where was the vehicle purchased? N/A  
 Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A  
 \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*  
 car has been serviced several times and has not been fixed. It is unsafe and extremely dangerous to drive. I have no other means of transportation.  
 \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*  
 Routed to Tier3 for further handling.  
 \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*  
 Dear Bill:  
 Thank you for contacting the Chrysler Customer Assistance Center. Your email has been received and the concerns you have raised are appreciated.  
 After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.  
 Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.  
 Thanks again for your email.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18726556</b>
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<b>VIN</b>	2C3KA63H5 6H [REDACTED]	<b>Open Date</b>	07/06/2009	<b>Built Date</b>	03/02/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/25/2006	<b>Mileage</b>	34,470	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	61767	HOLLYWOOD CHRYSLER JEEP			
<b>Dealer Address</b>	2100 NORTH STATE ROAD 7				
<b>Dealer City</b>	HOLLYWOOD	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33021
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BOCA RATON FL [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking assistance with warranty, name update, & SC.
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Customer called seeking assistance with getting his name, address updated to this vehicle that he purchased, plus an extended Service Contract from a now closed dealership 43776 Maroone Dodge of Miami. Customer stated that his vehicle broke down, stalled, shut off, does not know what the problem is, the vehicle is now at 61767 Hollywood Chrysler Jeep, they are not able to find customers information on the vehicle.

Writer informed customer to fax his sales agreement, plus current vehicle registration to Chrysler for review, Chrysler will keep in touch with customer this week on the status of the vehicle update.

\*\*\*\*\*Writer received fax paperwork from customer on the owner sales agreement and current registration, updated names, address into the system.

Customers manufacturer warranty has expired, but vehicle has a Service Contract listed under Shelby Rushin, one of the vehicle owners.

Writer called customer and left a message of this update.

**Customer Assistance Inquiry Record (CAIR)# 18739696**

<b>VIN</b>	2D4GV5728	6H [REDACTED]	<b>Open Date</b>	07/09/2009	<b>Built Date</b>	04/08/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD		
<b>In Service Dt</b>	11/30/2006	<b>Mileage</b>	50,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	66684	MOSS MOTOR COMPANY INC				
<b>Dealer Address</b>	1005 S CEDAR AVE					
<b>Dealer City</b>	S PITTSBURG	<b>Dealer State</b>	TN	<b>Dealer Zip</b>	37380	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	JASPER TN [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Brakes - Unknown - Other - Unknown	Customer experencing problems with the brakes.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer experencing problems with the transmission.
Product - Unknown - Unknown - Stalling - Default	Customer experencing problems with the vehicle.
Product - Unknown - Unknown - Poor Handling - Default	Customer states that the vehicle is viberating.

Customer experencing problems with the vehicle. Customer states that she has been to the dealership many times but the problems is not fixed. Customer states that the vehicle is stalling, vibrating and many other problems. Customer states that the dealer told her that the vehicle is fixed. Agent verified the information. Agent asked the customer to get in touch with some other dealership to take second opinion. Agent provided the reference number.

**Customer Assistance Inquiry Record (CAIR)#** **18810100**

<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	08/03/2009	<b>Built Date</b>	01/12/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	02/28/2006	<b>Mileage</b>	34,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	67183	ANDERSON CHRY-JEEP-DODGE			
<b>Dealer Address</b>	3920 N HIGHWAY 95				
<b>Dealer City</b>	LAKE HAVASU CITY	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	86404
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LAKE HAVASU CITY AZ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Other - Default	Customer states that vehicle died at a traffic light.
Corporate - Company Information Contact - Default - Default - Default	

Customer stated that his vehicle has stalled at a stop light. Customer states this is the second time this has happened. Customer is taking vehicle to Dealer 67183. Writer called and talked to SM Ed, SM stated that there is no check engine light and can not repeat the vehicle stalling. SM stated that customer told him that the vehicle started right back up after it stalled. Writer asked dealer to call back with diagnosis.

Writer gave Dealer 67183 information to call back with diagnosis.

\*\*\*\*\*Next Agent\*\*\*\*\*

Customer wants his vehicle fixed. Customer worried about vehicle stalling again.

Customer states that he received a carfax on vehicle and found out that vehicle had 3 owners, COIN shows he is second owner. Customer also states that the carfax shows vehicle was in an accident around 6/26/09, our records do not indicate vehicle was in accident. Customer alleges that dealer told him that his car isn't the only vehicle that this happens.

Writer advised customer to wait and see if dealer has diagnosed the concern. Customer states that he does not know what to do, Writer advised the customer that he can explore other avenues. Customer states that he transports special needs students and he is afraid to drive the car now.

**Customer Assistance Inquiry Record (CAIR)#** **18863625**

<b>VIN</b>	2C3KA63H5	6H [REDACTED]	<b>Open Date</b>	08/20/2009	<b>Built Date</b>	03/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	09/25/2006	<b>Mileage</b>	50,000	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	64077	ROSEVILLE CHRYSLER JEEP INC				
<b>Dealer Address</b>	25800 GRATIOT AVE					
<b>Dealer City</b>	ROSEVILLE	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48066	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	CLINTON TOWNSHIP MI [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer states still has issue after leaving vehicle at dealer for week
Product - Drivability - Unknown - Stalling - Default	Customer upset vehicle stalls everyday 2-3 times

Customer calling about vehicle stalling when he reaches 57-58 mph. Customer has had vehicle at dealer 64077 and they were unalbe to duplicate issue. Writer spoke with Roy,SM at dealer and he wants the customer to bring vehicle back in and give his SA Rocky another shot at fixing it. Roy states would be a good idea if customer could bring vehicle when he is able to have Rocky go for a ride with him. Customer states will call and make appointment to bring in vehicle on Tuesday 8/25 and Roy informed writer that would be fine.

Customer called in wanting to know when the part will be coming in. Agent called the 68748 dealership and spoke with the parts department. Part number is rl606839ad. Part has no promise date in GOP as of yet, parts person stated that Expediting was trying to get an ETA from the supplier. Agent informed customer and provided CAIR and part number. Customer states that the PCM is on back order

RL606839AD Dealer Code: 68748 [REDACTED] customer cell: [REDACTED]

[REDACTED] will call expediting to VOR and ETA the part right away.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18908888</b>
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<b>VIN</b>	2C3LA73W0 6H [REDACTED]	<b>Open Date</b>	09/05/2009	<b>Built Date</b>	11/16/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	04/02/2007	<b>Mileage</b>	21,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	60374
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<b>Dealer Address</b>	
<b>Dealer City</b>	
<b>Dealer State</b>	
<b>Dealer Zip</b>	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	BRONX NY [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-09-03  
 Road Side File Created 09-05-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 ALLERTON AVENUE 4007 BOSTON RD  
 YOUNG AVENUE  
 BRONX BRONX  
 NY USA NY  
 CALLER\_COMMENTS STALLED; ANN TO DLR/SVC, SHANNON  
 DEALER CODE : 60374 ZANETTI CHRYSLER JEEP DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18910613</b>
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<b>VIN</b>	2B3KA53H8	6H [REDACTED]	<b>Open Date</b>	09/07/2009	<b>Built Date</b>	06/03/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/30/2005	<b>Mileage</b>	41,066	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	LUSBY MD [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-09-05  
 Road Side File Created 09-07-09 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 I-66 E 7308 CEDAR RUN DR  
 US HIGHWAY 17  
 THE PLAINS WARRENTON  
 VA USA VA  
 CALLER\_COMMENTS STALL TOW\_COMMENTS VENDOR\_COMMEN  
 DEALER CODE : 60369 SAFFORD CHRYSLER JEEP DODGE OF

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18944636</b>
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<b>VIN</b>	2C3LA63H4 6H [REDACTED]	<b>Open Date</b>	09/18/2009	<b>Built Date</b>	08/30/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/06/2005	<b>Mileage</b>	27,860	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68650	I G BURTON CHRYSLER			
<b>Dealer Address</b>	605 BAY ROAD				
<b>Dealer City</b>	MILFORD	<b>Dealer State</b>	DE	<b>Dealer Zip</b>	19963
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	VIOLA DE [REDACTED]	<b>Country</b>	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Dealership unable to duplicate the problem
Product - Drivability - Unknown - Stalling - Default	vehcile is stalling intermittently

Customer alleges that the vehicle stalls intermittently and the dealership is unable to duplicate the issue with the vehicle. Agent transfer the call to tier 2.5.  
 Customer states that he is having a problem with the vehicle stalling. The last four times he has fueled the vehicle it will stall intermittently but its every time he re fuels. Agent explained to customer he needs a proper diagnosis ran on the vehicle and contact us back after that and we will be able to see if and how we could assist him.

**Customer Assistance Inquiry Record (CAIR)#****18985342**

<b>VIN</b>	2B3KA53H1	6H [REDACTED]	<b>Open Date</b>	10/03/2009	<b>Built Date</b>	09/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	10/14/2006	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	60282	MUSKOGEE CHRYSLER JEEP DODGE,	L.L.C.			
<b>Dealer Address</b>	1711 W SHAWNEE ST					
<b>Dealer City</b>	MUSKOGEE	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74401	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	FORT GIBSON OK	[REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2009-10-01  
Road Side File Created 10-03-09 FOR SERVICE CONTRACT  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]  
FORT GIBSON MUSKOGEE  
OK USA OK  
CALLER\_COMMENTS VEH STALLS OUT, X ST: W 790 RD; G  
DEALER CODE : 60282 MUSKOGEE CHRYSLER JEEP DODGE,

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19051733</b>
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<b>VIN</b>	2C3KA63H3 6H [REDACTED]	<b>Open Date</b>	10/29/2009	<b>Built Date</b>	03/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/31/2006	<b>Mileage</b>	41,200	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	65052	BERLIN CHRYSLER INC			
<b>Dealer Address</b>	94 W WHITE HORSE PIKE				
<b>Dealer City</b>	BERLIN	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08009
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ATCO NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	engine stalling out
Corporate - Complaint Contact - Default - Default - Default	vehicle stalling

Why is the customer contacting Chrysler? Stalling out motor  
 What are the customer's expectations? Customer would like some resolution  
 Caller states the vehicle keeps stalling out she has returned to the dealer for this issue 3 times and wondered what to do at this point the dealer was unable to repeat the stalling out issue she has decided to return to the dealer and was wondering if she would be charged for diagnosis writer informed customer that she would need to find that information from the dealer. Customer not seeking assistance at this time writer informed customer to call back if she needed further assistance.

**Customer Assistance Inquiry Record (CAIR)#** **19057001**

<b>VIN</b>	2C3KK63H2 6H [REDACTED]	<b>Open Date</b>	10/31/2009	<b>Built Date</b>	12/15/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	01/07/2006	<b>Mileage</b>	49,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	23170	BROWN'S JEEP CHRYSLER DODGE			
<b>Dealer Address</b>	483 ROUTE 112				
<b>Dealer City</b>	PATCHOGUE	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11772
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MASTIC NY [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Towing - Default [ ]

Roadside Assistance Contacted - DATE : 2009-10-29  
 Road Side File Created 10-31-09 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 MASTIC PATCHOGUE  
 NY USA NY  
 CALLER\_COMMENTS START - STALL - DRIVEWAY -CHRIS I  
 DEALER CODE : 23170 BROWN S JEEP CHRYSLER DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19127977</b>
<b>VIN</b>	2C3KA63H5 6H [REDACTED]	<b>Open Date</b>	11/30/2009	<b>Built Date</b>	10/01/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	08/14/2006	<b>Mileage</b>	1	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44501	LAIRD NOLLER OF HUTCHINSON INC				
<b>Dealer Address</b>	1421 E 30TH STREET					
<b>Dealer City</b>	HUTCHINSON	<b>Dealer State</b>	KS	<b>Dealer Zip</b>	67502	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	BUHLER KS [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Technical Assistance - Default - Default - Default	
Product - Unknown - Unknown - Stalling - Default	

Why is the customer contacting Chrysler? Customer states that vehicle was working fine than had brought the vehicle in for regular maintance. Customer states that now when customer fills up vehicle that the vehicle jerks and stalls than jerks and starts driving than will drive fine until customer fills up tank again. Customer states that dealership 44501 doesn t know what is wrong with the vehicle yet, they haven t been able to duplicate the problem. Dealership has told the customer she has to wait and see if happens again to bring vehicle back in. What are the customer s expectations? Seeking Tech advise. \*Writer did advise to keep check with the dealership and let them know if problem continues. Customer agreed. Writer did advise that information has been documented.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19143020</b>
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<b>VIN</b>	2B3KA53H2 6H [REDACTED]	<b>Open Date</b>	12/07/2009	<b>Built Date</b>	06/10/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	07/11/2005	<b>Mileage</b>	62,505	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	66262	SUBURBAN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	24315 HAGGERTY				
<b>Dealer City</b>	NOVI	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48375
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MILFORD M [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2009-12-05  
 Road Side File Created 12-07-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 M-5 E 24315 HAGGERTY  
 GRAND RIVER STREET E  
 FARMINGTON HILLS NOVI  
 MI USA MI  
 CALLER\_COMMENTS STALLED WHILE DRIVING TOW\_COMMENT  
 DEALER CODE : 66262 SUBURBAN CHRYSLER JEEP DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19145131</b>
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<b>VIN</b>	2C3KA63H7 6H [REDACTED]	<b>Open Date</b>	12/07/2009	<b>Built Date</b>	05/11/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	12/29/2006	<b>Mileage</b>	20,500	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	24110	MIDWAY JEEP CHRYSLER			
<b>Dealer Address</b>	777 CAMINO DEL RIO SOUTH				
<b>Dealer City</b>	SAN DIEGO	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92108
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SAN DIEGO CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Customer states that his vehicle has been cutting off. He stated that the vehicle has cut out 8-10 times in the last couple months. The dealership is working with the customer and the customer wanted the concerns documented.

**Customer Assistance Inquiry Record (CAIR)#** **19163159**

<b>VIN</b>	2C3KA63H1 6H [REDACTED]	<b>Open Date</b>	12/14/2009	<b>Built Date</b>	09/14/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/21/2005	<b>Mileage</b>	39,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	42977	WILDE CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	1627 EAST MORELAND BLVD				
<b>Dealer City</b>	WAUKESHA	<b>Dealer State</b>	WI	<b>Dealer Zip</b>	53186
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MEQUON WI [REDACTED]	<b>Country</b>	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer is seeking assistance
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Instrum't Panel-G. Box	Customer states the lights on the dashboard start flashing
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer is not able to duplicate the problem
Corporate - Recall - Default - Default - Default	Recall information
Corporate - Complaint Contact - Default - Default - Default	States vehicle can not be driven.
Product - Drivability - Unknown - Stalling - Default	Vehicle is stalling
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Mrs. [REDACTED] states the lights on the dashboard start flashing and the vehicle stalls. Customer states she has taken the vehicle to the dealer twice and they are not able to duplicate the problem. Customer wanted to know if there is a recall. Agent informed the customer that there is no recall and informed her that if there is any recall in the future then she will be notified by the US mail. Customer is seeking assistance from Chrysler to resolve the problem. Agent transferred the call to tier 2.5. Customer transfer. Customer is stating that vehicle instrument panel indicator lights keep flashing on and off. Vehicle stalling. Customer states she has a non Chrysler SC. Customer also stating that this has been such a problem that vehicle is not being driven. Writer advised that she take vehicle back to servicing dealer and leave vehicle with them to see if they can drive it, and duplicate problems, that if vehicle is just sitting anyway, dealer could be trying to diagnose problem by duplicating it. Customer taking vehicle to dealer.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Instrument panel indicator lights. And vehicle stalling.

What are the customer s expectations?

Vehicle fixed.

\*\*\*\*End structured narrative T2 - Beginning Narrative

**Customer Assistance Inquiry Record (CAIR)#** **19193268**

<b>VIN</b>	2B3KA53H1	6H [REDACTED]	<b>Open Date</b>	12/28/2009	<b>Built Date</b>	10/04/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	11/07/2005	<b>Mileage</b>	70,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	68750	VANN DODGE-CHRY-JEEP				
<b>Dealer Address</b>	899 SOUTH DELSEA DR					
<b>Dealer City</b>	VINELAND	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08360	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	BRIDGETON NJ [REDACTED]				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Customer feels dealership misdiagnosed vehicle
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Warranty Coverage - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer states when he puts gas in his vehicle the vehicle runs rough and stalls immediately after. Customer states he took the vehicle to Vann Dodge and states the dealer told him the charcoal filter was bad and that he needed a whole new fuel tank.  
 What are the customer s expectations?  
 Customer does not feel comfortable with the dealership s diagnosis and is seeking technical advice and a second opinion.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Writer advised writer is not a technician. Customer is welcome to get a second opinion from another dealership, as the dealers are independently owned businesses. Customer wanted to know what other dealerships he could go to. Writer provided customer with a closer dealership, 67403 Bob Novick 856-451-0095. Customer states he will call them. Writer suggested customer ask for the service department, but it is likely that the dealership will ask him to bring the vehicle in for diagnostic.  
 Customer inquired about his warranty coverage. Writer advised the basic warranty 3/36 has expired by time and mileage. Customer believes his wife purchased an extended warranty. Writer advised the warranty must be a third party contract, not a Chrysler service contract. Writer referred customer back to dealership that sold the contract for information. Also any authorized CJD dealership can tell him about service contracts offered.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19242862</b>
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<b>VIN</b>	2B3KA53H9	6H [REDACTED]	<b>Open Date</b>	01/18/2010	<b>Built Date</b>	06/03/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	07/09/2005	<b>Mileage</b>	14,700	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	66804	MANCARI'S CHRYSLER JEEP, INC.				
<b>Dealer Address</b>	4630 WEST 95TH STREET					
<b>Dealer City</b>	OAK LAWN	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60453	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	WORTH IL [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2010-01-16  
 Road Side File Created 01-18-10 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 WORTH OAK LAWN  
 IL USA IL  
 CALLER\_COMMENTS 01-VEH STARTS, BUT KEEPS STALLING  
 DEALER CODE : 66804 MANCARI S CHRYSLER JEEP DODGE,

**Customer Assistance Inquiry Record (CAIR)#** **19281323**

<b>VIN</b>	2C3KA63H2 6H [REDACTED]	<b>Open Date</b>	02/01/2010	<b>Built Date</b>	08/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/05/2005	<b>Mileage</b>	35,900	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	42431	DAYTON ANDREWS DODGE			
<b>Dealer Address</b>	2301 - 34TH STREET NORTH				
<b>Dealer City</b>	ST PETERSBURG	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33713

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	TREASURE ISLAND FL [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Unknown - Unknown - Stalling - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer called in stating that ever sense he had the fuel pump changed his vehicle dies.  
 What are the customer s expectations?  
 Customer wants this issue resolved.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer called in stating that he had his fuel pump replaced and ever sense he has been having a dying issue. Customer states that at stop lights it will die and as well when he is driving. Customer states that the dealer has had his vehicle for 2 weeks about this issue and they can feel the problem but can not get anything to pull up on the diagnosis. Customer just wants this issue resolved.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day  
 Preferred call back number is cell phone [REDACTED] or home [REDACTED]  
 Who has possession of the vehicle? Customer.  
 Has the vehicle been diagnosed by a CDJ dealer? Yes.  
 Reassigned to 88F  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 10:58 am mst. Customer was provided with agent s extension: 66173.  
 Customer states the gas tank was cracked at the neck and the tank was changed and approximately a week later, it would stall or die. He states he thought another driver hit him because it was a strong stall that caused the vehicle to die. He states he hears a beep and a light with a lightning bolt comes on after it happens, the light goes off quickly. He states the vehicle had there was a computer item changed and they drove it a week, then customer had it and it occurred again. He took it back to the dealership again and had the emissions module replaced again. Customer is driving the vehicle and states it died 3 times since he has had it back and has had the jerking motion occur 3 additional times.  
 SM- Gary  
 ##### 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 and jerking.

Agent called dealer and spoke to Gary (text) informed that CAIR was being sent. Please update this CAIR with resolution.

#####

Customer stated he can bring the vehicle in again, writer asked customer to let writer make contact with the dealership first and we will proceed from there.

REASSIGNED TO BC/DLR 66 42431 02/09/10 16:11 O 19281323

Writer spoke with customer and he stated he is out of town and will be back tomorrow. Writer recommended he go back to the dealership as they do have a case open with our technical team and will need to see the vehicle again to try to get the problem solved.

Text-to-Dealer message was sent to the dealer to inform of the referral.

\*Contact Date:02/11/2010

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 2/11/2010 AT 12:37:591 R 19281323

CLOSED LOOP UPDATE - customer was contacted today at 7:31 pm mst.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19310527</b>
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<b>VIN</b>	2B3KA53H4	6H [REDACTED]	<b>Open Date</b>	02/11/2010	<b>Built Date</b>	12/05/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	03/27/2007	<b>Mileage</b>	40,000	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	59731	M & M DODGE INC					
<b>Dealer Address</b>	3220 S MACARTHUR DR						
<b>Dealer City</b>	ALEXANDRIA			<b>Dealer State</b>	LA	<b>Dealer Zip</b>	71301
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	PINEVILLE LA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Warranty Coverage - Default - Default - Default	
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Customer called to state that his Charger stalls. Caller alleges the car will stall suddenly with no warning. Agent advised caller to contact a dealer for diagnosis. Agent advised caller the warranty is expired but under the circumstances he may be eligible for future assistance.

**Customer Assistance Inquiry Record (CAIR)#** **19320900**

<b>VIN</b>	2C3LA73WX 6H [REDACTED]	<b>Open Date</b>	02/16/2010	<b>Built Date</b>	08/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	08/26/2005	<b>Mileage</b>	53,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44280	SIMI VALLEY CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	2350 FIRST ST				
<b>Dealer City</b>	SIMI VALLEY	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93065
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SIMI VALLEY CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Caller says his vehicle stalls for 30-40 miles after fuel fill.
Corporate - Company Information Contact - Default - Default - Default	
Product - Cooling System - Unknown - Other - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer seeking information on vehicle.  
 What are the customer s expectations?  
 Customer wants to information on his vehicle.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer calling in with question about his SRT8 vehicle, customer wants to know what the normal operating temperture on the freeway and traffic, customer wants to know why the vehicle stall everytime he fill up the gas, customer wants to know if he can use deisel oil for the vehicle, customer states that he contact the dealer and the dealer referral him to contact CAC.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day  
 Preferred call back number is [REDACTED].  
 Who has possession of the vehicle? customer  
 Has the vehicle been diagnosed by a CDJ dealer? yes  
 Reassigned to 88F  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 1:04pm mdt.  
 Customer was provided with agent s extension: 66310.  
 Writer informed customer that a due to the fact that he is seeking technical advice he would need to contact a dealer or review his owners manual.  
 \*\*\*\*\*PLEASE INFORM CUSTOMER TO CONTACT DEALER\*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 4:22pm mdt.  
 Customer was provided with agent s extension: 66310.  
 2nd attempt made to contact customer on 2/19/10 at 3:339pm mdt.  
 Left message indicating another attempt will be made.  
 Customer was provided with agent s extension: 66310.  
 3rd attempt made to contact customer on 2/22/10 at 1:46pm mdt.

Left detailed message for a return call if required.

4th attempt made to contact customer on 2/23/10 at 3:15 PM MT.

Left detailed message for a return call if required.

██████████ call back.

The customer requested a supervisor. The writer did explain that customer service does not answer technical questions. The writer referred the customer to Dependable Dodge their closest five star dealer for answers. (The writer heard a lot of laughter in the back ground, the writer was concerned that this is not a valid customer concern.)

CLOSED LOOP UPDATE - customer was contacted today at 3:40.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Floor Supervisor CP730 contacted customer at ██████████. Customer is very frustrated that he can't get a question answered about his vehicle.

Customer said that he was called 5 days in a row just to be told that the agent doesn't know anything. Customer asked why wasn't that just left in the first voice mail.

Customer wants to know what normal operating temperature the vehicle should be running at, and why his vehicle stalls for 30 - 40 miles after he puts fuel in the tank.

Customer stated he had this same stalling problem with an old Chrysler Concorde he had, he feels he can't be the only person with this problem. Customer also complained about the dealership, he said they don't know what they are doing, not representing Chrysler well or treating their customers with respect. Customer said that they don't want to answer any questions, just tell him to bring the vehicle in to be looked at.

Writer explained that there is no technical assistance over the phone, that in these cases normal procedure is to refer a customer to their dealership. Writer will research to see if any information is available, and will contact customer back.

Customer stated that his vehicle runs around 230 to 240 degrees on the highway, with no AC on. Customer feels this is too hot, and will burn his engine out early.

Writer completed research into the customer's concerns, and found that there are too many variables with each to give the customer any definite answers. Writer found that engines do run hotter now than they did several years ago, to have a cleaner burn and reduce emission output. Writer was told that generally, engines aren't in danger of damage until reach 280 degrees. Writer also discovered that variables such as humidity and barometric pressure can effect the temperature an engine is running at.

Writer also found that there are many reasons that can cause a vehicle to stall.

Writer attempted to contact customer at ██████████. Writer left a message stating the above, and that no one can diagnose his vehicle over the phone. Writer advised customer to have his vehicle diagnosed at a certified Chrysler dealership. Writer included Chrysler CAC number and reference number.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19326183</b>
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<b>VIN</b>	2B3LA43HX 6H [REDACTED]	<b>Open Date</b>	02/17/2010	<b>Built Date</b>	06/13/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDH48	DODGE CHARGER RWD	
<b>In Service Dt</b>	05/16/2007	<b>Mileage</b>	34,246	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW1	STONE WHITE CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	59577	LARSON DODGE
<b>Dealer Address</b>	300 RIVER ROAD	
<b>Dealer City</b>	PUYALLUP	<b>Dealer State</b> WA <b>Dealer Zip</b> 98371

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

Corporate - Technical Assistance - Default - Default - Default	
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021710 recvd request for technical assistance  
vehicle will drop voltage to 11.3 volts and start misfiring and set codes  
p0481, P0300  
tmt  
02-19: Spoke to tech. He will try a TPIM. WHS  
03-01: Spoke to svc. mgr. Tech not in. Advised them to replace FCM. WHS  
03-15: FCM fixed the charging issue but vehicle still stalls. Advised  
tech to check plugs and replace with OEM. WHS  
03-16: Plugs were non-OEM. Plugs replaced and vehicle operating properly.  
WHS

**Customer Assistance Inquiry Record (CAIR)#** **19336402**

<b>VIN</b>	2C3KA63H0	6H [REDACTED]	<b>Open Date</b>	02/22/2010	<b>Built Date</b>	09/15/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	10/22/2005	<b>Mileage</b>	40,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	43012	CERRITOS DODGE INC				
<b>Dealer Address</b>	18803 STUDEBAKER ROAD					
<b>Dealer City</b>	CERRITOS	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	90703	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	CYPRESS CA	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Instrument Panel	
Product - Electrical - Battery - Other - Default	
Product - Fuel System - Fuel Tank - Defective - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Caller states she brought her vehicle in for service and feels like she is being ripped off. States she brought her vehicle in as she states that every 4th or 5th fillup the car will shut off while she is pulling out of the gas station and she states she comes close to an accident. States she brought her vehicle in and they changed the battery yet she states there was nothing wrong with the battery. States she complained and they refunded her money for the battery but not the labor charge. States they serviced the vehicle and when she picked it up the dash was vibrating and states she was told it was going to be 200\$ to put a styrofoam thing in the dash to stop the rattling as she states they told her they didn't mess with the dashboard so she will have to pay to have it fixed.  
 What are the customer's expectations?  
 Caller states she wants her car fixed and to stop getting ripped off at the dealer. Caller states she is just going to go to another dealer to have it fixed as she doesn't trust this dealer anymore. She states she would like to know if her car can be fixed.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day  
 Preferred call back number is [REDACTED].  
 Who has possession of the vehicle? Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 Reassigned to 88F  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 12:35 pm.  
 Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.  
 Writer spoke to the customer who is upset with dealer #43012 because she brought her vehicle in for a stalling issue and 2 days after she left her dashboard began to rattle. The customer feels that the dealership did something to cause her dashboard to do this and is seeking resolution through the CAC. Writer informed the customer that she would need to bring her vehicle to another authorized dealership to prove her alleged concern against dealer #43012 and if she was proved right it would be considered a workmanship issue and her responsibility to deal with the

dealership. Writer advised the customer to still call back the CAC if she can prove dealer #43012 tampered with her dashboard so it can be documented.

CLOSED LOOP UPDATE - customer was contacted today at 12:35 pm. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19339544</b>
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<b>VIN</b>	2C3LA63H8 6H [REDACTED]	<b>Open Date</b>	02/23/2010	<b>Built Date</b>	06/26/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/27/2005	<b>Mileage</b>	94,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	66415	LIVONIA CHRYSLER JEEP INC			
<b>Dealer Address</b>	30777 PLYMOUTH ROAD				
<b>Dealer City</b>	LIVONIA	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48150
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	UTICA MI [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Other - Default	Anti theft kicks in and car stalls.
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Caller states he is unable to drive his car, when he starts it and puts it in gear the anti theft device kicks in and kills the engine.  
 What are the customer s expectations?  
 Caller is looking for towing assistance. Writer informed caller he is out of warranty on time and miles. Writer provided the phone number for Parkway Chrysler.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative

**Customer Assistance Inquiry Record (CAIR)#** **19388626**

<b>VIN</b>	2B3KA53H6	6H [REDACTED]	<b>Open Date</b>	03/12/2010	<b>Built Date</b>	01/05/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	03/31/2007	<b>Mileage</b>	56,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	68002	CARL GREGORY CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	3000 NORTHLAKE PKWY BLDG 100					
<b>Dealer City</b>	COLUMBUS			<b>Dealer State</b>	GA	<b>Dealer Zip</b> 31909
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	COLUMBUS GA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer stated that the vehicle keeps stalling.  
 What are the customer's expectations?  
 Customer is looking for a rental vehicle.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 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.  
 Preferred call back number is [REDACTED].  
 When is the preferred call back time? Morning or Afternoon  
 Reassigned to 88R  
 \*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 9:15 AM EST.  
 \*\*\*\*\* GOODWILL FOR ALTERNATE TRANSPORTATION DECLINED \*\*\*\*\*  
 Informed customer that Chrysler will not provide him with a rental  
 vehicle.  
 The vehicle warranty has expired by time and/or mileage.  
 Unless the customer offers new information, decision remains unchanged.  
 \*\*\*\*\*  
 Owner states he has an extended warranty and he was under the impression  
 this contract was through Chrysler. Advised there are no CSC listed on  
 his account and that the dealer might have sold him this extended  
 warranty through a third party company. Owner wants his vehicle fixed.  
 Writer advised to keep working with the dealership in that regard.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19409944</b>
<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	03/19/2010	<b>Built Date</b>	04/06/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	12/22/2005	<b>Mileage</b>	34,387	<b>Dealer Zone</b>	63 DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PP4	SATIN JADE PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	44881	SOUTH POINT DODGE				
<b>Dealer Address</b>	5210 SOUTH I.H. 35					
<b>Dealer City</b>	AUSTIN	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78745	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	AUSTIN TX [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Drivability - Unknown - Stalling - Default	Customer complains about the vehicle cutting off
Dealer - By-Pass - Default - Default - Default	

Why is the customer contacting Chrysler? Because his vehicle cuts off and stalls suddenly even on the freeway when he is going 60-70 MPH. and he is stating that it is not safe any more.

What are the customer s expectations? Asking Chrysler to escalate his case for further review.

Customer stating that he has been to three different dealer in two states for the same problem and he was at the dealer 44881 for the same reason and his vehicle has been there for one Weeks and was asked to contact Chrysler to escalate his case for further reveiw. Customer is willing to go through the dealer 44881 for escalation of his case.

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

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes (But they can not duplicate it)

If a CDJ dealer has diagnosed, what is the dealer name or code? 44881

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 7:48 AM MT.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer states that the customer missed the call from Ricci.

Customer calls requesting to speak with Ricci

Customer/Caller transferred to extension # 66066

Customer states he had a call from Ricci that said he was going to call him this morning (in a message), but he has never heard from him and he is frustrated because he cannot drive his vehicle. Customer states he set aside his whole morning today to get a call but he has not received one yet. Customer states he needs to get on with his life but he is in fear of driving his vehicle so he needs something resolved. Customer states he needs a call this morning. Writer informed customer that a handwritten note would be passed over to Ricci so they could call him back as soon as he was available. Customer says this would be great if

this could happen for him now while he is available.

CONTACT UPDATE - Customer was contacted today at 1:15 PM MT.

##### 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 power cuts off at speeds above 60 MPH.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 63 44881 03/23/10 15:17 O 19409944

3-24-10 d/m reviewing with s/m. bps1

3-26-10 d/m reviewed with s/m. Vehicle was at dealership for diagnosis and dealer was unable to duplicate the owners concern. The vehicle has been returned to the owner. S/m is working with STAR and BC tech advisor for any suggestions for resolution. bps1

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**Customer Assistance Inquiry Record (CAIR)#** **19418415**

<b>VIN</b>	2B3LA73W0	6H [REDACTED]	<b>Open Date</b>	03/24/2010	<b>Built Date</b>	04/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD		
<b>In Service Dt</b>	06/26/2006	<b>Mileage</b>	49,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	45107	DODGE CITY OF MCKINNEY				
<b>Dealer Address</b>	700 S CENTRAL EXPY					
<b>Dealer City</b>	MCKINNEY	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75070	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	ROWLETT TX [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Unknown - Other - Default	

See previous cair for goodwill request regarding rental. 19418341

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19473479</b>	
<b>VIN</b>	2B3KA53H6	6H [REDACTED]	<b>Open Date</b>	04/15/2010	<b>Built Date</b>	06/27/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	08/13/2005	<b>Mileage</b>	16,473	<b>Dealer Zone</b>	35	WASHINGTON	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	45307	HALL DODGE					
<b>Dealer Address</b>	3443 VIRGINIA BEACH BLVD						
<b>Dealer City</b>	VIRGINIA BEACH			<b>Dealer State</b>	VA	<b>Dealer Zip</b>	23452
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	CHESAPEAKE VA [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 to see if they are covered under warranty  
 What are the customer s expectations?  
 find out what to do about their vehicle  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer called to see if they are still covered under warranty due to  
 they are having issues with the vehicle where the vehicle will cut out if  
 it has a full tank of gas. Writer informed that the vehicle is only  
 covered for 3/36 and they are out of warranty by time. Writer informed  
 that they can contact their local CDJ dealer though and they will be able  
 to diagnose the issue to find out if it is the check valve like they  
 think or see what else is going on.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19488510</b>
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<b>VIN</b>	2D8GV7738 6H [REDACTED]	<b>Open Date</b>	04/21/2010	<b>Built Date</b>	02/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	04/08/2006	<b>Mileage</b>	34,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	59725	SUNDANCE DODGE INC			
<b>Dealer Address</b>	222 AUTO DRIVE				
<b>Dealer City</b>	BOISE	<b>Dealer State</b>	ID	<b>Dealer Zip</b>	83709
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BOISE ID [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Unknown - Sticks, Seizes, Binds - Default	
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Customer stated that he has been working with dealer 59725 with an issue with the vehicle stalling. Customer stated that he wants to get a DM involved in the case. Agent informed the customer that he will need to work with the SM at the dealer with that request. Customer stated that the SM will not talk to him or call him back. Agent advised him that he is free to talk to a SM at another dealer and see if they would be willing to contact a DM.

**Customer Assistance Inquiry Record (CAIR)#** **19522218**

<b>VIN</b>	2B3KA53HX	6H [REDACTED]	<b>Open Date</b>	05/04/2010	<b>Built Date</b>	11/03/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	12/05/2006	<b>Mileage</b>	44,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44527	FRONTIER DODGE				
<b>Dealer Address</b>	5801 SPUR 327					
<b>Dealer City</b>	LUBBOCK	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79424	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	LUBBOCK TX	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default

Customer stated that since the vehicle had 20,000 miles on it the transmission went bad on it, electrical went out with lights going out on dash board and headlights, and now car is stalling and check engine light doesn't turn on, SM Terry is working on it, and it dies 5-6 times and then even when the rpms go up it doesn't go anywhere. SM doesn't know what is wrong with it, and customer is very concerned about the safety of the vehicle since it's almost caused very serious accidents as it just dies with no apparent reason or alert given. Writer sending as an unresolved concern. Customer requested to be contacted by e-mail if at all possible, since he will be in meetings yet he can check his email from his phone and call back during a break, you can email him at [REDACTED]

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] 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? Dealer Code 44527 Reassigned to 88F

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

CONTACT UPDATE - Customer was contacted today. Customer was provided with agent's name and brand number if the customer needs to re-contact the agent. Agent called customer and spoke to him about his concerns. Agent called dealer and spoke with SM Terry and discussed the customer's concerns. SM has duplicated the concern and is working to address the issue.

##### DIRECT-TO-DEALER #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please continue working with the customer on this issue to find a solution to his concerns.  
 Please update this CAIR with resolution.

#####  
 REASSIGNED TO BC/DLR 63 44527 05/05/10 12:59 O 19522218  
 DM is informing SM of issue that needs to be resolved.  
 Update to come tomorrow. DM has checked on vehicles status  
 PCM WAS REPLACED AND CUSTOMER PICKED ON MAY 10TH. RECIVER E-MAIL BACK

FROM HIM THIS MORNING AND HAS NOT HAD ANY OTHER PROBLEMS.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **19546083**

<b>VIN</b>	2C3LA63H6 6H [REDACTED]	<b>Open Date</b>	05/13/2010	<b>Built Date</b>	09/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/15/2005	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68695	PARK DODGE-CHRY-JEEP			
<b>Dealer Address</b>	22231 THREE NOTCH RD				
<b>Dealer City</b>	LEXINGTON PARK	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	20653
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CALIFORNIA MD [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	stalling after fuel tank gets filled
Corporate - CNA Change - Default - Default - Default	updated cna last name

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Customer s husband Tyler stated after he fills his tank with fuel, then it will stall.  
 What are the customer s expectations?  
 Customer seeking any possible assistance.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is morning cell husband [REDACTED]  
 Preferred Afternoon/Evening call back number is xxx-xxx-xxxx  
 Who has possession of the vehicle? (Owner/Dealer/IRF) taking to dealer today 5-13-10  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)no  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 Writer is assisting case manager MW636 (Lisa) with her case.  
 Original owner, 1 vehicle household. No SC. OOW by 10,000 miles and 1.5 yrs.  
 CONTACT UPDATE - Customer was contacted today at 6:41am MST  
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer left a voicemail message.  
 Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.  
 Agent called Customer and he states that he is taking the vehicle back in tomorrow to see if dealer can get the vehicle to act up again as the last attempt was unsuccessful. Agent advised Customer to either have the dealership call Agent or Customer call Agent after diagnosis is complete so assistance can be considered.  
 Agent has not heard from dealership or Customer.  
 Agent left message for Customer requesting news of diagnosis.  
 Agent has not heard from Customer. If Customer calls back in seeking

assistance, please reopen case and assign to Lisa MW636. Please advise  
Agent if case is reopened..Thank you.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **19611782**

<b>VIN</b>	2C3KA63H0 6H [REDACTED]	<b>Open Date</b>	06/07/2010	<b>Built Date</b>	06/10/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/26/2006	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	40 AUTO CENTER DRIVE				
<b>Dealer City</b>	IRVINE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92618
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LAGUNA BEACH CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default | Vehicle stalls at random times

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Why is the customer contacting Chrysler?  
 Vehicle stalls at random times.  
 What are the customer s expectations?  
 To have this issue solved for good.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer alleges the vehicle stalls when it is driven at different times,Also states at times it is hard to start once in stalls. Customer has taken this once to a dealership about the problem in the past and has not taken for this problem this time. Writer informed this will be sent to goodwill for considerations but did not make any promises on an answer.  
 Original owner,20k miles and no other past vehicle history.  
 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] (home) Preferred Afternoon/Evening call back number is [REDACTED] (cell)  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 24097  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*  
 CONTACT UPDATE - Customer was contacted today at 4:53pm, Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer states that he will take the vehicle to dealer 24097. Writer advised customer of follow up on Thursday. Customer agreed.  
 2nd attempt made to contact customer on 6-11-2010 at 3:12pm. Left message indicating another attempt will be made. Customer was provided with agent s name and Brand number. Writer contacted customer and customer states that he took his vehicle to the dealership and they could not get his issue to duplicate. Writer advised customer that until the dealer can get his issue to duplicate there is nothing that can be done. Customer understood.  
 CLOSED LOOP UPDATE - customer was contacted today at 4:46pm.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19634814</b>
<b>VIN</b>	2B3LA53H7 6H [REDACTED]	<b>Open Date</b>	06/14/2010	<b>Built Date</b>	01/11/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	12/30/2006	<b>Mileage</b>	66,266	<b>Dealer Zone</b>	32 NEW YORK	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PYH	TOP BANANA!				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	57765	FREEHOLD DODGE INC				
<b>Dealer Address</b>	SOUTH STREET AT RT9					
<b>Dealer City</b>	FREEHOLD	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07728	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	JAMESBURG NJ [REDACTED]	<b>Country</b>	UNITED STATES			
<b>Product - Unknown - Unknown - Stalling - Default</b>						

Why is the customer contacting Chrysler? Customer wants to know how to fix his vehicle.

What are the customer s expectations? Customer would like to have his vehicle fixed.

Customer states that when he drives the vehicle it just shuts off then turns back on.

Customer states that he took his vehicle into the dealership and they are unable to duplicate or get any reading to tell why the vehicle is stalling out.

Customer would like dodge to look into this matter to get the problem resolved.

Customer states that the dealership Warnock in New Jersey knows how to fix this issue because they fix the police cars that are having this problem.

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

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

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

Reassigned to 88F

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

Original owner, 2 new vehicles. 30,266 miles and 7 months OOW.Active service contract.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 9:17 am. Customer states that the other dealership should be able to fix the issue. Customer states that it will shut off while he is driving. Writer advised him to contact the Warnock dealership. Customer states that because there is no bulletin, he holds Chrysler accountable. Writer informed him that the dealerships technicians need to inform Chrysler of these new fixes. Customer states that he wants to know why Chrysler isn t stepping up. Writer informed the customer that he needs to contact the dealership and speak to them. Customer wants to know if there are any bulletins. Writer informed him that there are not. Customer states that he will call back if this doesn t fix it.

Writer informed of the follow up date of 6/17/10.

2nd attempt made to contact customer on 6/17/10 at 11:40 am.

Customer states that he will be on vacation and will try to do this after next week. Writer set follow up date as 6/29/10. Customer agreed and thanked the agent for following up.

Customer states that he wasn't able to get an appointment this week.

Customer states that on Saturday the 19th, that they drove other SRT vehicles that had the same issue. Customer states that the SRT Experience people know that this is an issue with the codes. Customer states that this is a bigger problem and Chrysler knows about it. Customer states that this issue has been happening for years. Writer advised the customer to call us back when he has an appointment.

Closing case.

Customer called stating they are still having the same issues as before.

It won't pass inspection because of this. Customer is seeking a resolve for this issue. The dealership stated that they will make an appointment, but wants this case to be re-opened for further assistance.

SL606 needs to open a new case past 30 days.

CLOSED new case was opened.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>19967705</b>
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<b>VIN</b>	2B3KA53H0	6H [REDACTED]	<b>Open Date</b>	09/22/2010	<b>Built Date</b>	04/21/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	09/15/2006	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Dealer</b>	26341	MILTON RUBEN CHRYSLER JEEP				
<b>Dealer Address</b>	3518 WASHINGTON ROAD					
<b>Dealer City</b>	AUGUSTA	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30907	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	EVANS GA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	

The vehicle occasionally stalls when driving and when starting into a corner it will stall. Writer advised the customer to return to the dealership and ask them to seek STAR assistance with this issue. Dealership has tried unsuccessfully to diagnose to this point as the vehicle does not show any error codes.

No service bulletins or RRTs showing for this vehicle.

Dealer called and stated that the customer wants him to call the CAC and provide the diagnostic info. Agent looked at the notes and informed the caller that I can put info in the notes but the case is closed and no follow ups will be made. Caller stated that the vehicle needs a new throttle body plus some break work.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>19978004</b>
<b>VIN</b>	2C3KA63H1 6H [REDACTED]	<b>Open Date</b>	09/24/2010	<b>Built Date</b>	01/11/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	03/30/2006	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	68949	DON DAVIS CHRY-JEEP GRAPEVINE				
<b>Dealer Address</b>	1401 W HIGHWAY 114					
<b>Dealer City</b>	GRAPEVINE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76051	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	FLOWER MOUND TX [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Complaint Contact - Default - Default - Default

customer called in as her vehicle was stalling and when see was trying to fill gas tank it wouldn t go in and she took it into a mechanic and they replace a part near the canister for the emission and now the vehicle is st the mechanic again .The customer wants to know what chrysler can do to help

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

CONTACT UPDATE - 1st Contact attempt, both numbers [REDACTED] & [REDACTED] in COIN are invalid. Agent is closing CAIR as I have no way of contacting this customer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20067816</b>
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<b>VIN</b>	2B3LA53H9 6H [REDACTED]	<b>Open Date</b>	10/21/2010	<b>Built Date</b>	10/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	02/09/2006	<b>Mileage</b>	61,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44646	LITHIA CHRYSLER JEEP DODGE OF	CONCORD		
<b>Dealer Address</b>	4901 MARSH DR				
<b>Dealer City</b>	CONCORD	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	94520
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	VALLEJO CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	
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Briefly summarize why the customer is contacting Chrysler: Customer stated that the vehicle has a stalling issue. Customer stated that he talked to the dealer and he was told to call CAC. Agent asked the customer how we can assist. Customer stated that he does not know he is just calling because he was told to. Agent informed the customer that we are willing to helping in any way possible but we need to know how he can assist before we look into it.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20077572</b>
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<b>VIN</b>	2B3LA53H9 6H [REDACTED]	<b>Open Date</b>	10/25/2010	<b>Built Date</b>	10/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	02/09/2006	<b>Mileage</b>	61,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	44646	LITHIA CHRYSLER JEEP DODGE OF	CONCORD
<b>Dealer Address</b>	4901 MARSH DR		
<b>Dealer City</b>	CONCORD	<b>Dealer State</b>	CA
		<b>Dealer Zip</b>	94520

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

Referral - Other - Default - Default - Default	BBB complaint
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 102210; DATE RECEIVED: 102510  
 BBB Inquiry (Better Business Bureau)  
 Customer s Listed Issues:  
 Owner states that his vehicle intermittently stalling while driving and feels that it should be recalled for above condition. Dictated letter back advising there is no outstanding recalls at this time. Owner was also advised to schedule appointment with local Chrysler dlr for diagnoses and if it was to be PCM is would be covered under 8/80 Emissions warranty. TJK7

**Customer Assistance Inquiry Record (CAIR)#** **20126270**

<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	11/09/2010	<b>Built Date</b>	08/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	09/12/2005	<b>Mileage</b>	48,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	56614	PEARMAN MOTOR COMPANY			
<b>Dealer Address</b>	204 N MARCUS ST				
<b>Dealer City</b>	ALTO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75925
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LUFKIN TX [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	car is stalling.
Product - Brakes - Unknown - Grabs or Pulls - Unknown	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

Customer s brakes keep locking up and the brake light will come on and it will stall and jerk. Whenever customer drives on certain roads her car will stall out. When she goes around a power plant or where they are digging oil her car always stalls. There is a big satellite up and her car acts up. Customer would like to have this looked into. Customer s car stalled and she was stranded at 3:00 on the morning. When she isn t around this town her car runs fine. The best number to reach customer at [REDACTED]. The road is 1277 and 103 that her car acts and the city is Etoil.

Customer has taken car to the dealership and has put hundreds of dollars into it. Agent will re-assign.

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:04 AM.

Customer was not available.

Left a message indicating another attempt would be made.

2nd attempt made to contact customer on 11/12/10 at 8:45 AM.

Agent reached customer s mother. She stated that the customer could be reached at [REDACTED] Agent called the customer at [REDACTED].

Agent left message to call back at [REDACTED].

2nd attempt made to contact customer on 11/12 at 156

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Writer contacted dealership 56614 ASM jeremy stated that they had not seen the customer since 2007.

2nd attempt made to contact customer on 11/15 at 4:25

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

3rd attempt made to contact customer on 11/16 at 4:23.

Left detailed message for a return call if required.

4th attempt made to contact customer on 11/19 at 2:20.

Left detailed message for a return call if required.

5th attempt made to contact customer on 11/22 at 1025.

Left detailed message stating case would be closed due to non-contact.

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

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20130355</b>
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<b>VIN</b>	2B3LA53H4 6H [REDACTED]	<b>Open Date</b>	11/10/2010	<b>Built Date</b>	11/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	07/26/2006	<b>Mileage</b>	48,900	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	42226	PAPIK MOTORS INC			
<b>Dealer Address</b>	801 W COMMERCE DR				
<b>Dealer City</b>	LUVERNE	<b>Dealer State</b>	MN	<b>Dealer Zip</b>	56156
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SIOUX FALLS SD [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Customer called upset that his vehicle has been stalling constantly. This started around June 2010. Customer has brought his vehicle to an IRF and has had it diagnosed and was told that the spark plugs might need to be replaced. Agent updated customer s information in COIN information. Agent advised the customer that 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. Agent advised the customer to have the vehicle diagnosed at a Dodge dealership at his own expense.  
 \*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20173808</b>
<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	11/23/2010	<b>Built Date</b>	11/26/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	03/20/2006	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	67552	GRUBBS CHRY-JEEP				
<b>Dealer Address</b>	310 AIRPORT FREEWAY					
<b>Dealer City</b>	BEDFORD	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76022	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>		
	ARLINGTON TX	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	The customer stated the vehicle stalls
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The customer called in about her vehicle. She is experiencing problems with the drivability of the vehicle. The customer stated that when she fills the gas tank up and it is full the vehicle acts as if it is going to stall out, as well after this if the vehicle slows down or stops after a fill up the vehicle will actually stall out, but it will fire right back up. The customer has been experiencing this problem for about 3 weeks. The writer advised that she go to the dealership for diagnostics and if she feels it necessary to call us back and we may be able to assist. The writer also looked up a dealership closest to her and gave her the number to it. The customer agreed to go to the dealership and call back if necessary. Customer thanked writer and ended call.

**Customer Assistance Inquiry Record (CAIR)#** **20178865**

<b>VIN</b>	2C3LA63H3 6H [REDACTED]	<b>Open Date</b>	11/26/2010	<b>Built Date</b>	06/04/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/28/2005	<b>Mileage</b>	69,900	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	67962	POTAMKIN'S PLANET DODGE			
<b>Dealer Address</b>	9975 N W 12TH STREET				
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33172
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MIAMI BEACH FL [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2010-11-24  
 Road Side File Created 11-26-10 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 851 E 25TH STREET 9975 N W 12TH STREET  
 STATE HIGHWAY 953  
 HIALEAH MIAMI  
 FL USA FL  
 CALLER\_COMMENTS STALL OUT AND NOT EXCEED 40 MPH @  
 DEALER CODE : 67962 POTAMKIN S PLANET DODGE CHRYSLER

**Customer Assistance Inquiry Record (CAIR)#** **20272739**

<b>VIN</b>	2C3KA63H6 6H [REDACTED]	<b>Open Date</b>	12/30/2010	<b>Built Date</b>	04/11/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	06/12/2006	<b>Mileage</b>	62,000	<b>Dealer Zone</b>	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	VINELAND NJ [REDACTED]	<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default Vehicle stalling

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Stalling  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 My Name is [REDACTED] and I own a Chrysler 2006 300C Heritage Edition starting back in November 2010 I started having random stalls that have been getting progressively worst. Today was the last straw. The car Stalled on the Train Tracks and when I started it back up it stalled again, I was afraid because this is a commuter train track and I couldn t keep my car running long enough to get it off the track, Finally I got it started and got it off the tracks and continued to drive, I get to an intersection where I have to make a left turn and the car stalled in the intersection with an ambulance coming and I couldn t get the car started long enough to get out of the way not to mention blocking traffic and my level of anger. took it to the dealer they did a flash update and said they couldn t duplicate the problem, Thats funny because it stalled when I was leaving and I let the tech sit in the car and I started it up and it ran for about 2 minutes and stalled, Start again and stalled again, But no one at any dealer can even tell me what is wrong and all they do is just guess at my expense because I still have the problem. Will someone please help because I am going to trade the hell out of this car if I can t get a definitive answer of what heck is going on with the communication of the PCM and the TPS of why they are losing communication with each other and why this car keep stalling.  
 \*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*  
 \*\*\*\*\*NAN - NO CAC EMAIL RESPONSE NEEDED. PREVIOUS AGENT FORWARDED CASE\*\*\*\*\*  
 \*\*\*\*\*LINKED WITH CAIR#20273242\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **20338057**

<b>VIN</b>	2B3KA53H1	6H [REDACTED]	<b>Open Date</b>	01/19/2011	<b>Built Date</b>	12/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	02/06/2006	<b>Mileage</b>	0	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	49961	MARTY FRANICH CPD/HERTZ				
<b>Dealer Address</b>	14501 HERTZ QUAIL SPRINGS ROAD					
<b>Dealer City</b>	OKLAHOMA CITY	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	73134	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	CRESTWOOD IL [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default car stalls

Customer called in stating their vehicle keeps stalling at stop signs. There is no recalls for vehicle. Customer says dealership can't even diagnose issue so writer transferred customer to CAC to see if any assistance to finding a solution can be made.  
 Customer called in stating their vehicle keeps stalling at stop signs. There is no recalls for vehicle. Customer says dealership can't even diagnose issue so writer transferred customer to CAC to see if any assistance to finding a solution can be made.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20459876</b>
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<b>VIN</b>	2C3LA63H1 6H [REDACTED]	<b>Open Date</b>	02/25/2011	<b>Built Date</b>	11/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/01/2006	<b>Mileage</b>	81,343	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	65631	MANAHAWKIN CHRY-DODGE INC			
<b>Dealer Address</b>	500 ROUTE 72				
<b>Dealer City</b>	MANAHAWKIN	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08050
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BARNEGAT NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Towing - Default	
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Roadside Assistance Contacted - DATE : 2011-02-23  
 Road Side File Created 02-25-11 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 BAYSIDE AVENUE  
 BARNEGAT MANAHAWKIN  
 NJ USA NJ  
 CALLER\_COMMENTS DFMME STATES VEH STALLED 3X START  
 DEALER CODE : 65631 MANAHAWKIN CHRY-DODGE INC

**Customer Assistance Inquiry Record (CAIR)#** **20485815**

<b>VIN</b>	2B3KA53H6	6H [REDACTED]	<b>Open Date</b>	03/02/2011	<b>Built Date</b>	06/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/15/2005	<b>Mileage</b>	93,000	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	64077	ROSEVILLE CHRYSLER JEEP INC				
<b>Dealer Address</b>	25800 GRATIOT AVE					
<b>Dealer City</b>	ROSEVILLE	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48066	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	DETROIT MI [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Survey By-Pass - Default - Default - Default	Duplicate cair
Product - Unknown - Unknown - Stalling - Default	engine

Why is the customer contacting Chrysler?  
 The customer called in to complain that the vehicle is stalling out at around 45 mph and dies. Then one has to wait about 5 minutes to restart the vehicle. The customer states he took his vehicle to the 64077 Roseville Chrysler Dodge Dealership 03/02/2011 as it made a burning smell. The customer alleges that the dealership informed him that without a check engine warning light it will be difficult to diagnose the problem. However, the dealership said that tomorrow they will perform diagnostic tests.

What are the customer's expectations?  
 The customer expects diagnostics test to reveal why his vehicle is 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]

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? 64077  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District V \*\*\*\*\*  
 Writer reviewed and found that same issue is being addressed under CAIR 20470645 by CM NS705 so the two (2) CAIRS will be linked and this CAIR will be closed at this time as duplicate CAIR.

**Customer Assistance Inquiry Record (CAIR)#** **20528538**

<b>VIN</b>	2B3KA53H6	6H [REDACTED]	<b>Open Date</b>	03/11/2011	<b>Built Date</b>	06/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	08/15/2005	<b>Mileage</b>	93,000	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	64077	ROSEVILLE CHRYSLER JEEP INC				
<b>Dealer Address</b>	25800 GRATIOT AVE					
<b>Dealer City</b>	ROSEVILLE	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48066	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	DETROIT MI [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default vehicle still stalling

Customer s son Pedro Called in regarding same issue as before. Caller feels that vehicle is unsafe to drive and dealer unable to diagnose problem. Caller wanted to speak to CM. Agent transferred caller to CM.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20608063</b>
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<b>VIN</b>	2B3KA53H4 6H [REDACTED]	<b>Open Date</b>	03/26/2011	<b>Built Date</b>	10/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	12/12/2005	<b>Mileage</b>	49,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	43720	SOUTH OAK DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	4550-4560 W LINCOLN HWY				
<b>Dealer City</b>	MATTESON	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60443
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	RIGHTON PARK IL [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	customer feels that the dealership damaged the vehicle
Product - Unknown - Unknown - Stalling - Default	stalling/will not accelerate past 60 MPH

The customer states he went to South Oak for an oil change about a week ago and when he left the dealership the check engine light was on, the vehicle would stall and it would not accelerate past 60mph. The customer states the check engine light was not on when he brought the vehicle there. The dealership states that there is a problem with the transmission, but could not get any codes from the diagnostic tool. The customer states that the engine light then went off. The customer drove home and the car ran fine for a while but the customer would not go past 60 mph. The customer states that the vehicle still stalls periodically. The agent gave the customer the phone number for Battenhausen CJD - 866-313-4338 and advised making an appointment to have his vehicle looked at.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20634865</b>	
<b>VIN</b>	2C3LA63H1	6H [REDACTED]	<b>Open Date</b>	03/31/2011	<b>Built Date</b>	05/18/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	06/13/2005	<b>Mileage</b>	75,022	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	65686	HEBERT'S TOWN & COUNTRY DODGE	CHRYSLER JEEP				
<b>Dealer Address</b>	1155 EAST BERT KOUNS						
<b>Dealer City</b>	SHREVEPORT			<b>Dealer State</b>	LA	<b>Dealer Zip</b>	71105
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	SHREVEPORT LA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2011-03-29  
 Road Side File Created 03-31-11 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 CRESWELL AVENUE 1155 EAST BERT KOUNS  
 KINGS HIGHWAY  
 SHREVEPORT SHREVEPORT  
 LA USA LA  
 CALLER\_COMMENTS -01 WENT THRU WATER, STALLED OUT,  
 DEALER CODE : 65686 HEBERT S TOWN & COUNTRY DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>20641602</b>	
<b>VIN</b>	2C3LA63H1	6H [REDACTED]	<b>Open Date</b>	04/01/2011	<b>Built Date</b>	05/18/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	06/13/2005	<b>Mileage</b>	75,022	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	65686	HEBERT'S TOWN & COUNTRY DODGE	CHRYSLER JEEP				
<b>Dealer Address</b>	1155 EAST BERT KOUNS						
<b>Dealer City</b>	SHREVEPORT			<b>Dealer State</b>	LA	<b>Dealer Zip</b>	71105
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	SHREVEPORT LA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2011-03-30  
 Road Side File Created 04-01-11 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 CRESWELL AVENUE 1155 EAST BERT KOUNS  
 KINGS HIGHWAY  
 SHREVEPORT SHREVEPORT  
 LA USA LA  
 CALLER\_COMMENTS 01 WENT THRU WATER, STALLED OUT,  
 DEALER CODE : 65686 HEBERT S TOWN & COUNTRY DODGE

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20690064</b>
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<b>VIN</b>	2D4GV5726 6H [REDACTED]	<b>Open Date</b>	04/11/2011	<b>Built Date</b>	06/25/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD	
<b>In Service Dt</b>	04/25/2007	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	42125	LUSTINE DODGE JEEP
<b>Dealer Address</b>	14211 JEFFERSON DAVIS HWY	
<b>Dealer City</b>	WOODBIDGE	<b>Dealer State</b> VA <b>Dealer Zip</b> 22191

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	WOODBIDGE VA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	unresolved concern
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 2006 dodge magnum R/T problems  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 I recently bought a used 06 magnum R/T, and it has an issue that no mechanic can seem to fix. I need to find out what I should do.  
 \*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*  
 Dear [REDACTED]  
 Thank you for contacting the Ram Customer Assistance Center. Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram 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. 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 problem you have experienced.  
 Thank you for taking the time to communicate with us.  
 Sincerely,  
 Alyssa  
 Customer Service Representative  
 Ram Customer Assistance Center  
 \*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*  
 \*\*\*\*\*FORWARDING TO 88F FOR UNRESOLVED CONCERN\*\*\*\*\*  
 \* \* \* \* \* CASE MANAGER TEAM - District Q \* \* \* \* \*  
 Second owner, 1 new 1 used. No service contracts.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer contacted customer, states vehicle still shutting off while driving, he purchased vehicle 01/11 and dealership is telling him that they do not know what to do, writer asked customer when is the last time he was at CDJ dealership, customer did not recall the date; customer states he is going to a different mechanic and is not a CDJ dealership, writer advised customer we would contact 42125 and asked if they were able to duplicate his concern and what they did to resolved the issue, customer states he can do that himself and he was just calling to

find out if we knew of any issues with other vehicle likes his, writer informed customer there is no open recall for this vehicle but we would follow up with dealership.

Customer states he is also currently talking to a lawyer because he knows that Chrysler is not longer responsible, writer offered contact phone number for case management, customer declined.

Agent attempted to contact dealer Service Manager Berry, however, SM not available. Left message for a return call at extension 66049  
Writer contacted dealer 42125, spoke with SM Barry at 571-426-7641, states customer purchased vehicle used a few months ago, complaining about stalling, customer was offered 50/50 GM, came back a few weeks after that and he complaint about stalling, drove vehicle about 65 miles could not duplicate, SM states customer took vehicle to IRF and they installed some parts, he came back yesterday and wanted to have vehicle looked at and they did not have the time to look at vehicle.

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

Writer received call from customer states he stopped by and they did not have time to look at this vehicle, but in the past they have not fix the issue, been multiple times to dealer. Writer informed customer that we spoke with SM Barry and we were advised that last time vehicle was at dealership they were not able to duplicate his concern, so we would advised customer to call dealership and set up appointment, customer states he does not know how dealership got 5 Stars and they can not fix his vehicle.

Customer states he took vehicle to IRF and control module and sensor were replaced and did not fix it either. Customer states other mechanics can duplicate his concern but not this dealership and he is been having the same issue since he purchased vehicle couple of months ago.

Writer advised customer that we can contact dealership and they also have additional resources that they can use to fix his concern, but first they would need to duplicate the issue. Customer ended call.

Writer contacted customer [REDACTED], did not answer, left contact information.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

Customer states he is currently at dealership, writer advised customer that if he would like to we would follow up with dealership tomorrow to see if they duplicated his concern, customer states he is at dealership and he can get that information. Customer states in VA with lemon law he has to call the manufacturers, customer states at this moment he doe not want to take that route and he does not want writer to follow up with him, writer advised customer we would close case.

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

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>20712565</b>
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<b>VIN</b>	2B3KA53H8 6H [REDACTED]	<b>Open Date</b>	04/17/2011	<b>Built Date</b>	06/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	07/18/2005	<b>Mileage</b>	40,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	41230	ROTHROCK MOTOR SALES INC			
<b>Dealer Address</b>	1648 PLAZA LANE				
<b>Dealer City</b>	ALLENTOWN	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	18104
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	ALLENTOWN PA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Towing - Default	
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Roadside Assistance Contacted - DATE : 2011-04-15  
 Road Side File Created 04-17-11 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 N PENN STREET  
 ALLENTOWN ALLENTOWN  
 PA USA PA  
 CALLER\_COMMENTS START BUT STALLS THEN NO POWER T  
 DEALER CODE : 41230 ROTHROCK CHRYSLER JEEP DODGE

**Customer Assistance Inquiry Record (CAIR)#** **21057067**

<b>VIN</b>	2C3KK63H8 6H [REDACTED]	<b>Open Date</b>	07/01/2011	<b>Built Date</b>	01/17/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	05/19/2006	<b>Mileage</b>	46,274	<b>Dealer Zone</b>	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	ALTOONA IA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	engine problem
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Potential Danger  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 2006 Chrysler 300. AWD, Hemi. Had been working fine, no problems. 3/4 tank of gas. Drove home from class which is about 10 miles away. About 7 miles down the freeway, gave one quick lurch with rpms on the highway, gave one more about 1 mile later. Another mile later, several lurches--that s when I knew it could not be good. No warning lights. Abut 500 yards later on long exit ramp, car would barely go above 10 MPH with lots of lurching and then Malfunction icon came on. Turned on hazards. Car stalled and I coasted to a stop. Had to have it towed in. Paid for diagnostic at dealership. Had 2 codes: P0339 CRANK POSITION SENSOR P0344 CAM POS SENSOR 'Found TSB #18-015 -09 for flash related to the p0344 cam pos sensor. Flashed the PCM for code p0344 and code went to stored. Cleared out stored code. Drove-no codes. Runs good, all ok.' PCM update per TSB 18-015-09. The car stopped, I was told because it needed an updating (although it gave me no light notice) THAT is a dangerous situation and put me in a dangerous situation  
 \*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*  
 Dear [REDACTED]l:  
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler 300.  
 I am glad to hear that you were okay and that the problem has been resolved.  
 We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and 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 and have a great weekend.  
 \*\*\*\*\*END OF CAC EMAIL \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **21074123**

<b>VIN</b>	2D4GZ5725 6H [REDACTED]	<b>Open Date</b>	07/06/2011	<b>Built Date</b>	12/14/2005
<b>Model Year</b>	2006	<b>Body</b>	LXEP49	DODGE MAGNUM R/T AWD	
<b>In Service Dt</b>	06/22/2006	<b>Mileage</b>	39,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44237	MUSSELMAN'S DODGE INC			
<b>Dealer Address</b>	5717 BALTIMORE NATIONAL PIKE				
<b>Dealer City</b>	BALTIMORE	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21228
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BALTIMORE MD [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2011-07-06  
 Road Side File Created 07-06-11 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 BATEMAN AVENUE  
 BALTIMORE BALTIMORE  
 MD USA MD  
 VEHICLE IS HAVING START STALL ISSUES,GPS POI - DIS  
 DEALER CODE : 44237 MUSSELMAN S DODGE INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>					<b>21092236</b>	
<b>VIN</b>	2B3KA53H4	6H	<b>Open Date</b>	07/12/2011	<b>Built Date</b>	08/24/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	12/28/2005	<b>Mileage</b>	80,800	<b>Dealer Zone</b>		
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	ACTON MA				<b>Country</b>	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	PCM Problems
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Dodge Tech can t figure out the problem!

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

Good morning- I have a problem. I have an on going problem with my 04 Charger R/T. I have brought it to a number of different Mechanics and no one knows what the problem is! I don't want to buy another PCM board more

sensors/relays. My Charger fit me perfectly and I love it! But not at the moment! Please HELP ME! Help your Dodge Mechanic. He is going crazy also! Allen Mello Dodge Nashua NH Talk to Bob Arndt in Service he knows what is going on! ( ) These guys are doing the best they can and they are stumped. I m at my wits end and my wife wants me to trade this

for a Toyota or Nissen. Please give me resolution ASAP. I have to drive this every day, it is my only transportation and I don t have a lot of money to keep pouring into my car and it not get fixed! PLEASE help me! PLEASE ASAP! I will bring it back to the dealer, but I can't keep giving

them money for it not to get it fixed! They just don't know what the

matter is! Go to the Dodge form this is happening to a lot of your cars. Please step up ASAP! Please a least give me some kind of a reply that is not computer generated! Please let me know that you take this as seriously!

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

Dear Richard :

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

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

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-4A-DODGE (423-6343).

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Dodge Customer Assistance Center

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

\*\*\*\*\*LINKED WITH CAIR#21092356\*\*\*\*\*

My car still is not fixed; the dealer has done everything they can think of

to help me! They have worked hard on it for me in my best interest and I don't hold them accountable. I hold Chrysler responsible! It started

having problems before the warranty was up, I thought it was bad gas and did not bring it to the dealer until just over 80,800 You designed it,

engineered it, built it, and sold it to the public. It is time for you  
to  
fix or replace it! At no more charge! It stalls at the most dangerous  
places, intersections and I have almost died a couple of times. I have  
been logging the stalls as requested by my lawyer! You will be  
accountable  
for my death! there is a car right now down at the dealer work with them  
to get me out of this death trap at no extra cost to me! [REDACTED]

REFERENCE NUMBER: 21092236 EMAIL CASE NUMBER: 2601828

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

\*\*\*\*\*NAN - NO CAC EMAIL REPLY NEEDED. CUSTOMER HAS BEEN INFORMED OF  
DECISION\*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#** **21100472**

<b>VIN</b>	2C3LA73W5 6H [REDACTED]	<b>Open Date</b>	07/12/2011	<b>Built Date</b>	05/09/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	05/20/2005	<b>Mileage</b>	30,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45100	DALLAS DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	11550 LBJ FWY				
<b>Dealer City</b>	DALLAS	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75238
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	DALLAS TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Remote/Key Fob - Default - Default	key stalled vehicle -
Recall - L08: ENGINE COOLING FANS - Advise Owner/Incomplete Recall	recall on L08

Briefly summarize why the customer is contacting Chrysler: Customer vehicle started and stalled in 2 seconds customer wanting to know how to get home - agent looked up about the key Answer ID 19533 found a dealership Dallas Dodge and transferred to dealership  
:

**Customer Assistance Inquiry Record (CAIR)#** **21135252**

<b>VIN</b>	2B3KA53H4 6H [REDACTED]	<b>Open Date</b>	07/20/2011	<b>Built Date</b>	09/23/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	12/02/2005	<b>Mileage</b>	14,830	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PVE	GO MANGO!			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44629	SWIFT CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	4318 CHILES ROAD				
<b>Dealer City</b>	DAVIS	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95616
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	WOODLAND CA [REDACTED]	<b>Country</b>	UNITED STATES		

Referral - Service Contracts - Default - Default - Default

Customer states that she was told by her dealer that she could be reimbursed for a towing charge that she incurred bringing her vehicle in to the dealer because the vehicle was stalling. Agent advised that unless there is a towing allowance on her CSC there is no way that we can reimburse for her towing expense.

**Customer Assistance Inquiry Record (CAIR)#** **21246217**

<b>VIN</b>	2B3KA73W3	6H	<b>Open Date</b>	08/17/2011	<b>Built Date</b>	04/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD		
<b>In Service Dt</b>	06/26/2006	<b>Mileage</b>	66,000	<b>Dealer Zone</b>		
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Owner</b>		<b>Contact Type</b>	E-MAIL
<b>Address</b>		<b>Home Phone</b>	
	VAN NUYS CA	<b>Country</b>	UNITED STATES

Recall - L08: ENGINE COOLING FANS - Parts Delay	Parts not available to complete recall
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Appt made for recall on my SRT8 Charger  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Made an appt week ago to replace cooling fans per recall notice. was adzd that part was in stock. dropped car off at cal. superstores Van Nuys dealership. 16 aug at 9am. recd fone call at home 4 hours later, part not in stock and would be 10-14 day wait. Really bad abominable service!!!  
 \*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

Dear [REDACTED]:  
 Thank you for contacting the Dodge Customer Assistance Center. It is always a concern when a customer is dissatisfied with our products or Dealer service. In recent times, we have made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark. Please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in us.  
 Thanks again for your email.  
 Sincerely,  
 Nick  
 Customer Service Representative  
 Dodge Customer Assistance Center  
 \*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

seems you should be talking to the guy who runs this dealership.  
 \*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*  
 No answer needed. Customer was given proper answer.  
 \*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*  
 so now my 06 charger srt8 has intermittent stall , on left turn and stopping at red light or stop sign. engine just dies, no warning. all srt8 forums have similar complaints. dealer cant/wont help.  
 \*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

Dear Frank:  
 Thank you for contacting the Dodge Customer Assistance Center. We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at the following phone number:  
 1-800-4A-DODGE (423-6343)  
 Call 8 a.m. - 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. to speak with one of our Customer Service

Representatives.

Thanks again for your email.

Sincerely,

Nick

Customer Service Representative

Dodge Customer Assistance Center

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

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>21293632</b>
<b>VIN</b>	2B3KA53H8	6H [REDACTED]	<b>Open Date</b>	08/30/2011	<b>Built Date</b>	05/15/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	07/17/2006	<b>Mileage</b>	126,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	26349	GOSSETT MOTOR CARS INC				
<b>Dealer Address</b>	1901 COVINGTON PIKE					
<b>Dealer City</b>	MEMPHIS	<b>Dealer State</b>	TN	<b>Dealer Zip</b>	38128	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	MEMPHIS TN [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	shifter broke
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Briefly summarize why the customer is contacting Chrysler:  
Customer called in and stated that they would like to know if there are any recalls on the vehicle in regards to their vehicle s shifter and the ABS. Customer was informed that there is no recalls on the vehicle. Customer stated that there is a lightening bolt light on the dashboard that comes on and the vehicle will stall out.  
Briefly summarize what the customer is expecting:  
Customer stated that they would like to know if there is any recalls on their vehicle. Customer stated that they are experiencing the same issues.  
\*\*\*\*End structured narrative T2 - Beginning Narrative

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>21299653</b>	
<b>VIN</b>	2C3KA63H0	6H [REDACTED]	<b>Open Date</b>	08/31/2011	<b>Built Date</b>	04/07/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	02/01/2006	<b>Mileage</b>	116,338	<b>Dealer Zone</b>	32	NEW YORK	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	41917	DUTCHESS CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	2285 SOUTH RD						
<b>Dealer City</b>	POUGHKEEPSIE			<b>Dealer State</b>	NY	<b>Dealer Zip</b>	12601
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	NEWBURGH NY [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - CNA Change - Default - Default - Default	COIN updated
Corporate - Recall - Default - Default - Default	Recall inquiry
Product - Transmission / Transaxle - Unknown - Other - Default	Vehicle stalls

Briefly summarize why the customer is contacting Chrysler: Customer called indicating that since 75,000 miles the vehicle constantly stalls. Customer said the vehicle will just shut down for no reason. Customer is calling to find out if there are any recalls on the vehicle related to this issue before the vehicle is brought to the dealership. According to Dealer Connect, there are no recalls listed to this vehicle at this time. Customer said that he was driving the vehicle on the highway and the vehicle shut down on him. He states the vehicle loses all power and that it is very scary. Agent indicated that the concern will be documented. Agent offered to search and dealership in his area but the customer stated that he was aware of the Newburgh Park Motors dealership. Briefly summarize what the customer is expecting: Recall inquiry.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21348022</b>
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<b>VIN</b>	2B3KA73W3 6H [REDACTED]	<b>Open Date</b>	09/14/2011	<b>Built Date</b>	04/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	06/26/2006	<b>Mileage</b>	65,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	59766	DEPENDABLE DODGE INC
<b>Dealer Address</b>	21415 ROSCOE BLVD	
<b>Dealer City</b>	CANOGA PARK	<b>Dealer State</b> CA <b>Dealer Zip</b> 91304

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

Product - Drivability - Unknown - Stalling - Default	Customer 's vehicle loses power.
Corporate - Complaint Contact - Default - Default - Default	Customer's vehicle keeps stalling.

Customer was stopped at a stop light the engine completely shut down. Customer then restarted vehicle and it was OK until he came to another stop light. The engine then shut off again. Customer restarted and while turning left, the engine completely shut off again. Customer brought the vehicle to his local dealership and they were unable to diagnose as there were no codes that came on. Customer is seeing alot of other complaints for the exact same issue. Customer has not had the issue since. Customer saw on the NHTSA website there was an investigation into this issue. Writer advised in the event a recall is issued out he will be notified by mail.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>21376948</b>
<b>VIN</b>	2C3KA63H6	6H [REDACTED]	<b>Open Date</b>	09/22/2011	<b>Built Date</b>	06/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	08/03/2005	<b>Mileage</b>	58,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	68858	SOUTH BAY CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	20900 HAWTHORNE BLVD					
<b>Dealer City</b>	TORRANCE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	90503	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	RANCHO PALOS VER CA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Dealership cannot fix the vehicle
Product - Unknown - Unknown - Stalling - Default	Vehicle will randomly loose power

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that her vehicle will randomly loose power. Customer states that this is very unsafe and she states this is a killer car and she s waiting for it to kill her or someone else. Customer states she brought it to the dealership and they cannot diagnose the problem. Customer would like her vehicle fixed as soon as possible because she says she is afraid to drive it.

Briefly summarize what the customer is expecting: Customer would like to file a complaint because the vehicle cannot be fixed and she thinks its dangerous.

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? 68858  
Reassigned to 88F  
\*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
Status update provided via email to the following email address:  
[REDACTED]

My name is Justin and I have been assigned your Case Manager. Here is some information that will be helpful for you to have:  
Your Case number: [REDACTED]  
Chrysler Case Management telephone number: 800-763-8422  
My direct extension: 66379  
My work hours: 8AM-330PM 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 called dealership-Writer left message with SM with contact information and customers case number  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
Writer Left message with customer with contact information  
Customer called to speak with Case Manager. Writer advised that Case Manager is not available but that agent will send a message to have Case

Manager call her on her cell [REDACTED] or with in the next hour

Customer says last Monday she was on her way to Beverly hills and says she went to pick someone up and the car quit working out of no where customer says she tried to get the vehicle to start customer says that she waited a couple hours and got the vehicle to start and drove it for a block and the vehicle died once again. Customer says she called a tow truck and they picked up her vehicle and took it to the dealer.

Writer called dealership- Writer talked to SM states that they couldn t find any problems. SM says they cleaned up the throttle body with no charge. SM said customer picked up vehicle September 22nd  
Writer called customer- Customer states that the vehicle is still doing the same thing. Customer wants the problem fixed and says the vehicle is unethical.

Writer called dealership-Writer left message with SM (william) with contact information

Writer called dealership- Writer talked to SM and says that they checked everything that they could to see if anything was causing the vehicle to do what it does and they werent able to find anything.

Writer called customer- writer left message

Customer returned writers phone call- Writer informed customer that writer talked to SM informed customer that SM said that they were not able to find any problems. Writer informed customer that if they are not happy with this dealership they can look into another dealership to see if they can find anything that is affecting the vehicle.

customer called to see if writer can get district managers number

Writer called SM- Writer informed SM that the customer has told writer that she has been trying to get a hold of the SM. SM states she has only called one time and left a voicemail. SM says he will call customer back.

Writer called customer- Writer asked customer if they have heard from SM, customer said no.

Writer called customer- Left message

Customer left message- writer called back to follow up with customer. customer is still trying to get a hold of the SM and wants the district managers number

/Writer called dealership- SM will be in tomorrow 10/07/2011

Writer called dealership- Left message with SM william

Writer called dealership- Writer spoke with SM William about

[REDACTED]; writer gave SM [REDACTED] work number so he can talk to her about her vehicle.

Customer called in to speak with CM. Customer stated he was just returning case manager s call.

Writer spoke with [REDACTED] and he states that he has been driving the vehicle for a week and a half and hasn t had vehicle duplicate what it has been doing. Writer informed customer that we will close case and if they need to call us for any questions or anything else to feel free to call back and open a case if needed.

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

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21382986</b>
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<b>VIN</b>	2B3KA53H8 6H [REDACTED]	<b>Open Date</b>	09/24/2011	<b>Built Date</b>	06/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	08/04/2005	<b>Mileage</b>	120,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PPK	MAGNESIUM PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44119	BERGEN COUNTY DODGE INCORPORATED			
<b>Dealer Address</b>	925 ROUTE 17				
<b>Dealer City</b>	RAMSEY	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07446
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	EDISON NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	open recalls
Product - Drivability - Unknown - Stalling - Default	unknown issue

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 The customer states that they have been issues with the vehicle stalling once it is idle. The customer has had IRFs look at it but they were not able to duplicate the issue. The customer has not taken it to a dealer as of yet.  
 Briefly summarize what the customer is expecting:  
 The customer wants to know if there are any recalls or fixes on the issue.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Writer advised that there no recalls on the vehicle and CAC does not get access to service bulletins for possible fixes.  
 The customer wants to speak to someone about what kind of research is being done on the situation.  
 Writer provided phone number for NHTSA but stated that writer is not sure what information they can provide.

**Customer Assistance Inquiry Record (CAIR)#****21427533**

<b>VIN</b>	2C3LA63H4 6H [REDACTED]	<b>Open Date</b>	10/06/2011	<b>Built Date</b>	08/05/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/07/2005	<b>Mileage</b>	46,527	<b>Dealer Zone</b>	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	LONGWOOD FL [REDACTED]	<b>Country</b>	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	vehicle stalls after filling with fuel
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

2006 Chrysler C stalls after gas fill up

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

I brought car to dealer 10/5/2011 and they said don t fill to top.

According

to the blogs there is a problem with Fuel Management valve and will have to

replace tank to fix.

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2006 300.

We are sorry to hear of the concern with your vehicle stalling after filling up you are experiencing. A review of our records indicates that your 300 does not currently require service for any recall campaigns.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. It is our suggestion that you continue to work with your servicing dealer.

I 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.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****21441023**

<b>VIN</b>	2B3KA53H1	6H [REDACTED]	<b>Open Date</b>	10/10/2011	<b>Built Date</b>	04/22/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	04/02/2007	<b>Mileage</b>	20,400	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	26635	STUART JEEP INC				
<b>Dealer Address</b>	2755 S E FEDERAL HIGHWAY					
<b>Dealer City</b>	STUART	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	34994	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	STUART FL	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Unknown - Defective - Default	Customer stated that her vehicle stalled.
Product - Engine - Unknown - Defective - Default	Customer stated that vehicle stalled.

Customer called in and asked if she had a rental allowance. She stated that her vehicle was at a stop light and completely stalled. Agent trasfered customer over to service contracts.

**Customer Assistance Inquiry Record (CAIR)#** **21479295**

<b>VIN</b>	2B3KA43H3 6H [REDACTED]	<b>Open Date</b>	10/20/2011	<b>Built Date</b>	06/17/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDH48	DODGE CHARGER RWD	
<b>In Service Dt</b>	08/07/2006	<b>Mileage</b>	1	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	43026	THOMPSON CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	124 N POINT BLVD				
<b>Dealer City</b>	BALTIMORE	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21224
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BALTIMORE MD [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	engine item stalls and is hard to restart, blows black smoke on restart.
------------------------------------------------------	--------------------------------------------------------------------------

Request for technical assistance from L. Mahoney.  
 Mariland DOT police car stalls intermittently at any engine operating speed (idle, 15 MPH or 50 MPH) and is har to restart and blows black smoke on restart.  
 Writer instructed fleet shop how to install StarMobile as a flight recorder. Shop installed flight recorder but did not experience problem while recorder was on veh. Shop now wants to procede with parts replacement in spite of lack of concrete data.  
 Writer suggested restricting EVAP purge hose to ascertain if stuck open purge sol is the cause but shop refuses to do this due to possible violation of EPA rules.  
 Writer suggested replacing EVAP ruge solenoid.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21479355</b>
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<b>VIN</b>	2B3KA43H5 6H [REDACTED]	<b>Open Date</b>	10/20/2011	<b>Built Date</b>	06/05/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDH48	DODGE CHARGER RWD	
<b>In Service Dt</b>	08/07/2006	<b>Mileage</b>	1	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	54194	TATE DODGE INC
<b>Dealer Address</b>	7139 RITCHIE HIGHWAY	
<b>Dealer City</b>	GLEN BURNIE	<b>Dealer State</b> MD <b>Dealer Zip</b> 21061

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	CURTIS BAY MD [REDACTED]	<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	engine intermittently stalls and is hard to restart, blows black smoke on
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Request for technical assistance from :L. Mahoney.  
 Maryland DOT police veh. has intermittened engine stall under all operating conditions. Similar issue to VIN 6H [REDACTED] (see CAIR 21479295).  
 Fleet shop has duplicated concern but no codes have been retrieved (it is believed there are no codes since there is no MIL).  
 Shop wants to proceed with parts replacement rather than continued diagnosis.  
 Writer has suggested replacement of the EVAP purge solenoid, purely based on the description of the problem and writer has stated to shop that this suggestion is a best guess and by no means a guaranteed fix.

**Customer Assistance Inquiry Record (CAIR)#** **21537388**

<b>VIN</b>	2C3KA73W8	6H [REDACTED]	<b>Open Date</b>	11/07/2011	<b>Built Date</b>	01/19/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD		
<b>In Service Dt</b>	10/13/2007	<b>Mileage</b>	29,563	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	43272	DODGE CHRYSLER JEEP CITY				
<b>Dealer Address</b>	4395 ROUTE 130 S					
<b>Dealer City</b>	BURLINGTON	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08016	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	PENNSAUKEN NJ [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Dealer Information - Default - Default - Default	Customer seeking dealership complaint
Product - Engine - Unknown - Other - Default	Customer states vehicle keeps stalling.

\*\*\*\*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 dealer Complaint. Customer says he has taken vehicle to DODGE CHRYSLER JEEP CITY Dealer Code: 43272 numerous times for diagnosis and dealer has not been able to diagnose issue. Customer states he is frustrated and dealer will not look into problem further. Customer states he had suggested possible issues it could be and dealer wont listen. Agent stated to try using a different dealer. Agent looked for closest dealer and advised customer it is Cherry Hill Dodge Chrysler Jeep 2.46 miles away  
 1708 west marlton pike  
 cherry hill, NJ 08002-3296  
 856-665-9000  
 Agent transfered customer through to dealer.  
 Briefly summarize what the customer is expecting: Customer seeking dealer complaint. Customer seeking nearest dealer.

**Customer Assistance Inquiry Record (CAIR)#** **21537634**

<b>VIN</b>	2C3LA63H5	6H [REDACTED]	<b>Open Date</b>	11/07/2011	<b>Built Date</b>	09/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	10/20/2005	<b>Mileage</b>	36,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	65233	HELPMAN RIVER OAKS CHRYSLER JEEP				
<b>Dealer Address</b>	4807 KIRBY DRIVE					
<b>Dealer City</b>	HOUSTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77098	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	ARCOLA TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	gas stalling out car
Product - Fuel System - Fuel Tank - Defective - Default	gas stalling out car

Customer called in and states every time he fills up his vehicle with gas for about 10 miles after the car will die out and the customer will have to restart the vehicle. His sister has same vehicle and has the same problem, she said if you do not fill it up all the way it runs fine, sister went to dealership and they told her that it was a recall but Mr [REDACTED] has no recalls on his vehicle. [REDACTED] will call back with sisters VIN# so he can find out what the recall was.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21578613</b>
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<b>VIN</b>	2C3LA63H4 6H [REDACTED]	<b>Open Date</b>	11/18/2011	<b>Built Date</b>	09/27/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/12/2005	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45058	BECK CHRY-DODGE-JEEP OF STARKE			
<b>Dealer Address</b>	15000 US HIGHWAY 301 S				
<b>Dealer City</b>	STARKE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32091
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LAKWOOD W [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	documentation of concerns
Product - Fuel System - Unknown - Other - Default	vehicle stalls when full

Briefly summarize why the customer is contacting Chrysler: Customer stated when the vehicle was filled it would keep stalling. Customer stated the vehicle was taken to the dealership close to their home and it was asked if the 30000 mile service had been completed. Customer stated the vehicle was serviced regularly and did not know it this was completed. Customer stated the dealership code number 42539 did \$800.00 dollars worth of work and it was stated this should take care of the problem. Customer stated after filling the vehicle again the vehicle stalled and had to be towed to the dealership while traveling and they replaced the fuel pumps thinking that was the problem. Customer stated this did not solve the problem. Customer went on line and found a different problem. Customer stated he contacted the dealership that replaced the fuel pump and they are going to pick up the vehicle to determine if it was something else and not the fuel pump. Customer stated this dealership code number 45058 suggested the money would be refunded if it was not the fuel pump. Customer stated he contacted the first dealership because they may have completed services not required. Briefly summarize what the customer is expecting: Customer would like this on file. Agent advised documentation would be on file, supplied the case number and advised a call back should further assistance be required.

**Customer Assistance Inquiry Record (CAIR)#** **21638013**

<b>VIN</b>	2C3KA63H4 6H [REDACTED]	<b>Open Date</b>	12/07/2011	<b>Built Date</b>	04/27/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	02/27/2007	<b>Mileage</b>	70,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44719	MCKINNEY DODGE-CHRY-JEEP INC			
<b>Dealer Address</b>	4574 CALHOUN MEMORIAL HWY				
<b>Dealer City</b>	EASLEY	<b>Dealer State</b>	SC	<b>Dealer Zip</b>	29641
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	TRAVELERS REST SC [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer concerned with stalling issue
Product - Drivability - Unknown - Stalling - Default	Dealership unable to diagnose issue

Briefly summarize why the customer is contacting Chrysler: Customer was driving vehicle and vehicle began to stall. Customer states vehicle completely shut off and had to turn vehicle back on. Customer states after this happened a few times, customer left vehicle idle to show husband. Vehicle shut off again. Customer took vehicle to dealership. Dealership has had possession of vehicle since Monday and cannot diagnose the vehicle.

Briefly summarize what the customer is expecting: Customer is concerned for their safety and is worried that the dealership is unable to find 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? Dealer

Has the vehicle been diagnosed by a CDJ dealer? No (attempted)

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

DODGE-CHRY-JEEP INC 44719

Reassigned to 88F

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

Status update provided via email to the following email address:

[REDACTED]

Hello

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

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

Your case number: 21638013

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

My extension is 66283

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

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

Thanks

Linda

End of Status Update

DEALERSHIP CONTACT: Writer called Service Manager Billy at 864-859-1981, they have been driving the vehicle off and on and have not been able to duplicate and no codes on vehicle, they will continue to driver the

vehicle to see if they can duplicate the problem.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]; said that the vehicle shut off twice once turning and once going straight and then they put the car in park and she did not touch any thing and the car shut off and the oil light came on. I will follow up with the customer tomorrow 12/09/2011

DEALERSHIP CONTACT: Writer called Service Manager Billy at 864-859-1981, they have not been able to duplicate the issue and they are trying to decide whether to keep the vehicle through the weekend, SM Billy will make the decision this afternoon.

CUSTOMER CONTACT: Writer called customer at [REDACTED], let customer know that we are still working on duplicating the problem, customer told me they are going to the dealership and she will drive the car in the parking lot and she if she can have the car duplicate the problem for the Dealership to see. I will follow up with the customer on Monday 12/12/2011.

DEALERSHIP CONTACT: Writer called Service Manager Billy at 864-859-1981; said they were not able to duplicate the problem, SM Billy said the only issue that he has heard about is that if the fill the gas tank to full that they can have this issue will no codes showing.

CUSTOMER CONTACT: Writer called customer at [REDACTED], customer said that they offered to do a flush and they are going to see if this fixes the issue. I will follow up with the customer on Wednesday 12/14/2011, he wants to make sure the vehicle is safe and wants to make sure his family is safe driving the vehicle.

CUSTOMER CONTACT: Writer called customer at [REDACTED], customer would like to drive the vehicle for another week, and customer would like to be certain that there is not another problem.

CUSTOMER CONTACT: Writer called customer at [REDACTED], still no problems with the vehicle and will close this case as per agreement with the customer.

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

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**Customer Assistance Inquiry Record (CAIR)#** **21640658**

<b>VIN</b>	2C3LA63H9 6H [REDACTED]	<b>Open Date</b>	12/08/2011	<b>Built Date</b>	09/19/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/10/2006	<b>Mileage</b>	114,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	59350	MOSS BROS. DODGE RIVERSIDE			
<b>Dealer Address</b>	8151 AUTO DRIVE				
<b>Dealer City</b>	RIVERSIDE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92504
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CORONA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer's vehicle stalled on highway while driving.
Product - Engine - Unknown - Other - Default	Customers car continues to stall when gas tank is full

Briefly summarize why the customer is contacting Chrysler: customer called to advise that he has taken his vehicle in multiple times over the last 2 years due to the call stalling. Numerous attempts have been made by the dealership to diagnose issue, but still not resolved. They have determined that the problem always happens if the gas tank is full. Customer s wife three weeks ago was driving it and it stalled on the highway. This now, the customer states, is a safety issue.

Briefly summarize what the customer is expecting: Customer is asking for this problem to be corrected as he wishes not to have this concern. His lawyer has asked him to note to Chrysler he believes it is a safety issue in case there is a future accident. The dealership has advised him to contact Chrysler. Agent advised we would escalate to a CM to see what we can do on our end to assist.

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: NA  
 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? 59350  
 Reassigned to 88F as per AA966  
 \*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.  
 2nd attempt made to contact customer. Left message.  
 3rd attempt made to contact customer. Left message.  
 4th attempt made to contact customer. Left message.  
 4th attempt made to contact customer. Left message.  
 5th attempt made to contact customer. Left message.  
 6th attempt made to contact customer. Left message.  
 CLOSED LOOP UPDATE - no need for additional follow-up.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21652649</b>
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<b>VIN</b>	2B3KA53H5 6H [REDACTED]	<b>Open Date</b>	12/12/2011	<b>Built Date</b>	10/11/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	04/22/2006	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	SOUTH BEND IN [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer inquiring what to do about vehicle stalling
Product - Unknown - Unknown - Stalling - Default	vehicle stalls when under 35 miles an hours

Briefly summarize why the customer is contacting Chrysler: Customer asking if we heard of vehicle stalling under 35 miles an hour. Dealership is pretty much saying to him there is nothing wrong. Agent advised customer to seek a second opinion from another dealership. Agent advised customer if they need anything else they can call back. Customer was satisfied

Briefly summarize what the customer is expecting: Customer just wants to find answers to find out why his vehicle is stalling

**Customer Assistance Inquiry Record (CAIR)#** **21691244**

<b>VIN</b>	2C3LK63H3 6H [REDACTED]	<b>Open Date</b>	12/22/2011	<b>Built Date</b>	11/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	12/30/2005	<b>Mileage</b>	66,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	24099	ORANGE COAST JEEP-CHRYSLER			
<b>Dealer Address</b>	2524 HARBOR BOULEVARD				
<b>Dealer City</b>	COSTA MESA	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92626
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	RIDGECREST CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer is inquiring on possible recall
Product - Fuel System - Fuel Injection System / Injectors - Other - Default	Customer states the intake system causes his vehicle to stall
Corporate - Product Information - Default - Default - Default	Customer wants to know if the intake valve on the 300c is recalled

Briefly summarize why the customer is contacting Chrysler:  
 The customer is calling in to Chrysler today because he has been having a problem with his vehicle. The customer states that he has not brought the vehicle in to the dealership as it will cost him money to have the vehicle diagnosed however he spoke to a Chrysler technician who had recently finished training and the technician had informed him that it was a known issue that Chrysler had just begun to train technicians on. The customer quoted the technician as saying:  
 Installing problem which has begun where the fuel management valve on top of the fuel tank sticks open at times and after refueling it introduces enough raw fuel into the evaporative charcoal canister that when the car is at idle the computer decides to purge the canister and introduces enough fuel into the intake system to stall the system.  
 Briefly summarize what the customer is expecting:  
 The customer is looking to make sure Chrysler is aware of the problem fully as he wants a recall put out on it.  
 Customer advised a call back is required and will take place within one business day.  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: g [REDACTED]  
 Who has possession of the vehicle? Customer  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
 Status update provided via email to the following email address:  
 [REDACTED]  
 My name is Shannon and I have been assigned as your Case Manager. I look forward to discussing your concerns.  
 Here is some information that will be helpful for you to have

Your Case number 21691244

Chrysler Case Management telephone number 800-763-8422

My direct extension 66193

My work hours are 9:15a-5:30p MST Mon-Fri

I will contact you by telephone to review your case with you.

Thank you & Have a nice day!

Shannon

Chrysler Case Management

End of Status Update

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

██████████ Left message.

2nd attempt made to contact customer. Writer contacted customer and informed that before

Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer.

Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

.  
3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

Agent called the customer to go over the case, customer did not answer agent left a voice message.

CUSTOMER contacted at PH ██████████

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**Customer Assistance Inquiry Record (CAIR)#** **21695687**

<b>VIN</b>	2C3LA63H4 6H [REDACTED]	<b>Open Date</b>	12/26/2011	<b>Built Date</b>	06/12/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/15/2005	<b>Mileage</b>	36,298	<b>Dealer Zone</b>	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	FLORENCE KY [REDACTED]	<b>Country</b>	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Customer feels Vapor Lock incorrectly diagnosed for issue.
Corporate - Technical Assistance - Default - Default - Default	

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

Car stalls/dies after filling up.

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

Had 5yr warranty svc and oil change done at dealer. After filled car up and drove aprox 1mile before car died and wudn t restart. Called dealer to pick up. Dealer said was vaporlock from filling hot car - cudn t find any other reason. Now car stalls after every fillup. Why?? Never did before. This doesn t make sense.

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2006 300C.

I am sorry to learn of the issues you have experienced with your vehicle stalling and appreciate the time taken to bring this matter to our attention.

As noted in our system, you have previously spoken with one of our Customer Service Representatives and stated the issue is no longer present on your vehicle. Should this issue recur or prove to still occur on your vehicle, we advise bringing it to the attention of your Servicing Dealership for Diagnosis and attention.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

Thanks again for your email, [REDACTED].

Sincerely,

Jeff

Customer Service Representative  
Chrysler Customer Assistance Center

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

\*\*\*LINKING CAIR 21695829\*\*\*

I did not say it was no longer an issue. BUT we are taking the car back to the dealer.

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

Dear [REDACTED]:

Thank you for your response.

I have updated our files to reflect the information provided in your recenet email message.

We feel further diagnosis by your authorized Dealer will provide the best resource for further attention.

Thanks again for your email, Phillip.

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

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

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21717056</b>
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<b>VIN</b>	2B3KA53H9 6H [REDACTED]	<b>Open Date</b>	12/30/2011	<b>Built Date</b>	06/23/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	07/22/2005	<b>Mileage</b>	104,000	<b>Dealer Zone</b>	70
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	59577	LARSON DODGE			
<b>Dealer Address</b>	300 RIVER ROAD				
<b>Dealer City</b>	PUYALLUP	<b>Dealer State</b>	WA	<b>Dealer Zip</b>	98371
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	RICHARDSON TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Unknown - Noisy - Default	Customer alarm going off.
Corporate - Product Information - Default - Default - Default	Customer inquiring about how to reset alarm.
Product - Drivability - Unknown - Stalling - Default	Customer vehicle starts but stalls after a few seconds.

Briefly summarize why the customer is contacting Chrysler: Customer called in because the alarm on his vehicle went off when he tried to open the door. Customer state the remote key fob does not work. Customer states he put the key in the ignition and started the vehicle, this stopped the alarm and then the car stalled. Customer states the vehicle will start however it will shut off after some time. Customer states he was not able to get into the vehicle with the keyless entry, this is when he went into the vehicle with the key in the door and the door unlocked and when he opened the door the alarm went off.

Briefly summarize what the customer is expecting: Customer is seeking a way to disengage alarm. Agent looked through owners manual and unable to find anything. Agent advised customer to contact dealership.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21766212</b>
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<b>VIN</b>	2D4GV5726 6H [REDACTED]	<b>Open Date</b>	01/13/2012	<b>Built Date</b>	06/04/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD	
<b>In Service Dt</b>	09/05/2005	<b>Mileage</b>	45,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44749	SHEEHY CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	5300 CRAIN HIGHWAY				
<b>Dealer City</b>	UPPER MARLBORO	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	20772
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BOWIE MD [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Dealer Information - Default - Default - Default	Dealer locate for service
Corporate - Product Information - Default - Default - Default	Engine stall when gas tank full

Briefly summarize why the customer is contacting Chrysler: Vehicle Engine stall on left turn when gas tank is full. Customer witness a few like problems via internet.

Briefly summarize what the customer is expecting: to find a Dealership Service that has dealt with same. Vehicle provided no data on analysis loop at IRF. Agent suggested: Fred Frederick Chrysler Jeep Dodge Laurel 43 Washington Blvd Laurel, MD 20707-4378 (301-776-7373) and: Tate Dodge Chrysler Jeep 7429 Ritchie hwy Glen Burnie, MD 21061-3101 (410-766-2560).

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21767772</b>
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<b>VIN</b>	2C3KA63H5 6H [REDACTED]	<b>Open Date</b>	01/13/2012	<b>Built Date</b>	11/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/17/2007	<b>Mileage</b>	53,565	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44805	BEAVER COUNTY DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	2761 CONSTITUTION BLVD				
<b>Dealer City</b>	BEAVER FALLS	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	15010
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	MUNCIE IN [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer seeking information
Product - Drivability - Unknown - Stalling - Default	Customer's vehicle stalls on freeway

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler with regards to her vehicle stalling. She stated that it occurs when it is on the freeway. The vehicle has been taken to an IRF and dealership 44805 multiple times but the problem cannot be replicated or diagnosed by either facility.

Briefly summarize what the customer is expecting: Customer is seeking information.

CAC advised: The customer s concerns will be documented, but additional information could not be located to address her concerns.

The customer s vehicle has stalled two weeks since it was purchased in September 2011.

**Customer Assistance Inquiry Record (CAIR)#****21774785**

<b>VIN</b>	2D8GV5727	6H [REDACTED]	<b>Open Date</b>	01/16/2012	<b>Built Date</b>	05/03/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD		
<b>In Service Dt</b>	04/01/2007	<b>Mileage</b>	75,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44749	SHEEHY CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	5300 CRAIN HIGHWAY					
<b>Dealer City</b>	UPPER MARLBORO	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	20772	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	NORFOLK VA	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Hesitation/No Power - Default	Hesitation/stalling
Corporate - Product Information - Default - Default - Default	recall/Service bulletin inquiry

Briefly summarize why the customer is contacting Chrysler:  
Customer called wanting to know if there were any recalls or service bulletins related to the hesitation/stalling issue that he is having. Agent advised that there were no recalls on his vehicle and he should take his vehicle to a dealership to have it diagnosed. Customer stated that he would do that.

Briefly summarize what the customer is expecting:  
Customer would like stalling issue addressed.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21878557</b>
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<b>VIN</b>	2C3LK63H1 6H [REDACTED]	<b>Open Date</b>	02/14/2012	<b>Built Date</b>	01/18/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	02/18/2006	<b>Mileage</b>	47,160	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	42921	MCKAY'S FAMILY CHRYSLER JEEP	DODGE		
<b>Dealer Address</b>	2020 DIVISION ST				
<b>Dealer City</b>	WAITE PARK	<b>Dealer State</b>	MN	<b>Dealer Zip</b>	56387
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	SAINT CLOUD MN [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Towing - Default	
----------------------------------------------------------------------	--

Roadside Assistance Contacted - DATE : 2012-02-14  
 Road Side File Created 02-14-12 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 4101 W DIVISION STREET 2020 DIVISION ST  
 PARK AVENUE S  
 ST CLOUD WAITE PARK  
 MN USA MN  
 PARKED NEAREST TARGET.,VEH STARTS BUT THEN STALLS,  
 DEALER CODE : 42921 MCKAY S FAMILY CHRYSLER JEEP

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21897253</b>
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<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	02/17/2012	<b>Built Date</b>	09/27/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	02/04/2006	<b>Mileage</b>	29,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45180	MAC HAIK DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	11000 NORTH FWY				
<b>Dealer City</b>	HOUSTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77037
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	HOUSTON TX [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Warranty issue
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Briefly summarize why the customer is contacting Chrysler: Customer called seeking warranty information. Agent advised customer of the expired warranty. The customer asked about the vehicle stalling. Agent advised customer to contact a dealership for assistance with the vehicle stalling.

Briefly summarize what the customer is expecting: Customer is expecting tech assistance.

**Customer Assistance Inquiry Record (CAIR)#** **21907463**

<b>VIN</b>	2B3KA53H7	6H [REDACTED]	<b>Open Date</b>	02/21/2012	<b>Built Date</b>	12/13/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	03/21/2006	<b>Mileage</b>	90,590	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	67703	HUFFINES CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	4500 W PLANO PKWY					
<b>Dealer City</b>	PLANO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75093	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	DALLAS TX	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle is stalling.
Corporate - CNA Change - Default - Default - Default	Customer updated contact information
Corporate - Rental Vehicle - Default - Default - Default	customer wants a loaner car, no warranty.

Briefly summarize why the customer is contacting Chrysler: Customer states he has had multiple issues with the engine stalling and is seeking to have this issue resolved once and for all. Customer also states he is looking for rental assistance.

Briefly summarize what the customer is expecting: Customer seeks assistance in getting his stalling issue fixed, and rental assistance. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 67703  
 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
 Customer is 2nd owner  
 Customer has 2 vehicles in the household, both used  
 Customer is out of basic warranty by 2 years, 11 months and 54,590 miles  
 Customer has 1 service contract, essential care, expired  
 Customer s phone number is [REDACTED]  
 Customer s email is willis.[REDACTED]  
 Status update provided via email to the following email address:  
 [REDACTED]

Hello!  
 My name is Amber Leigh and I have been assigned as your Case Manager with Dodge  
 Here is some information that will be helpful for you to have:  
 Your Case Number: 21907463  
 Chrysler Case Management Telephone Number: 1-800-763-8422  
 My Direct Extension: 66200  
 My work hours: 8:30 - 17:00 Mountain Time, Monday-Friday  
 I will contact you within one business day by telephone to review your case with you  
 Thank you for choosing Dodge and have a great day!  
 Amber Leigh  
 End of Status Update

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

Customer called to speak with Writer. Customer states that the vehicle intermittently stalls. Customer states that it s very random when it happens. Customer states that this concern has been happening since he purchased the vehicle. Customer asked for a loaner vehicle. Writer advised they will not be providing a loaner since there has been no formal diagnosis but once a diagnosis is completed they will address the loaner vehicle concern. Customer understood. Writer advised they would contact Dealer 67703 s Service Manager. Customer agreed.

Writer called to the dealership to see if the customer has set up an appointment. Writer spoke to Bill in service and he stated that the customer has no appointment set up.

Status update provided via email to the following email address:

[REDACTED]  
Hello this Amber case manger here at Dodge. I was wondering if and when you are taking the car back to the dealership for a formal diagnose? If you have any questions or concerns about what is needed next, please call us back and keep us update, it s the best way for us to make sure that your issues is resolved. Our number is 800-763-8422 ext 66200

End of Status Update

\*\*\*\*\* WRITER EMAIL \*\*\*\*\*

Has he made a an appointment for diagnosis?

\*\*\*\*\*

Status update provided via email to the following email address:

Mr. [REDACTED]

I m emailing you to see if you have been able to get your engine concerns diagnosed. In order to proceed with your case we will need to have a registered dealership diagnose your vehicle.

Thank you,

Amber Leigh

End of Status Update

\*\*\*\*\* WRITER EMAIL \*\*\*\*\*

Has he made an appointment for diagnosis?

\*\*\*\*\*

\*\*\*\*\*DEALER EMAIL \*\*\*\*\*

Car has not been in for diagnosis yet.

\*\*\*\*\*

Status update provided via email to the following email address:

Mr. [REDACTED]

Hello, I am so very sorry for the long wait between follow ups. I will contact you very soon by phone and discuss whether or not you have gone in for a diagnosis.

Thank you,

Amber Leigh

End of Status Update

Writer called Customer at [REDACTED], customer states he got rid of the vehicle and purchased a 2012 Charger. Writer advised they will close this case. Customer agreed and thanked Writer.

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

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21937558</b>
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<b>VIN</b>	2C3LA63H8 6H [REDACTED]	<b>Open Date</b>	02/29/2012	<b>Built Date</b>	04/18/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/22/2006	<b>Mileage</b>	62,500	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	FORT COLLINS CO [REDACTED]			<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	vehicle stalls after fueling
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Briefly summarize why the customer is contacting Chrysler: Caller seeking recall information. Agent advised that there are currently no open recalls on this vehicle. Customer states that after fueling the vehicle, it keeps stalling. Customer states that she looked up the issue on the internet and has found that there is a recall on the fuel circulation tube. Agent advised customer to bring the vehicle to the dealership for diagnosis.

Briefly summarize what the customer is expecting: Caller seeking recall information.

**Customer Assistance Inquiry Record (CAIR)#** **21981596**

<b>VIN</b>	2C3LA63H7	6H [REDACTED]	<b>Open Date</b>	03/11/2012	<b>Built Date</b>	04/04/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	05/18/2006	<b>Mileage</b>	60,000	<b>Dealer Zone</b>	70	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS		<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	LAS VEGAS NV [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	CHAPMAN'S LAS VEGAS DODGE
Corporate - Warranty Coverage - Default - Default - Default	Federal Emission Warranty
Product - Electrical - Remote/Key Fob - Default - Default	lost keys
Product - Engine - Engine Block / Short Engine - Improper Installation/Missing - Default	vehicle stalling

Briefly summarize what the customer is expecting:  
 Customer states she needs her keys reprogrammed  
 Customer seeks warranty coverage  
 Customer states the vehicle intermittently stalls while running  
 Briefly summarize why the customer is contacting Chrysler:  
 Agent advised the federal emissions warranty as per warranty booklet  
 B. Parts Covered for 8 years or 80,000 miles  
 If your vehicle has one of the following parts, this  
 Federal Emission Warranty covers that part for a  
 period of 8 years or 80,000 miles, whichever occurs first.  
 These limits are counted from the time when your  
 Basic Limited Warranty begins under 2.1(E). The  
 covered parts are:  
 catalytic converter; and  
 powertrain control module  
 Customer seeks dealership information  
 Agent advised  
 Chapman s Las Vegas Dodge Chrysler Jeep  
 5.25 miles away  
 3175 e sahara ave  
 las vegas, NV 89104-4302  
 888-207-1735  
 Agent advised to have the vehicle diagnosed by the service department  
 and to check with parts to reprogram the key.  
 Hours  
 Monday: 7:00am-6:00pm  
 Tuesday: 7:00am-6:00pm  
 Wednesday: 7:00am-6:00pm  
 Thursday: 7:00am-6:00pm  
 Friday: 7:00am-6:00pm  
 Saturday: 8:00am-2:00pm  
 Sunday: Clos

**Customer Assistance Inquiry Record (CAIR)#** **22051835**

<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	03/28/2012	<b>Built Date</b>	06/01/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	12/26/2005	<b>Mileage</b>	78,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	43849	PERFORMANCE DODGE INC			
<b>Dealer Address</b>	555 MANTUA AVE				
<b>Dealer City</b>	WOODBURY	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08096
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	COLLEGEVILLE PA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default Customer stated vehicle stalls

Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler stating his vehicle stalls while driving. Customer stated he has looked around on the internet and a lot of people are having these problems and it turns out to be the ecm module. Customer stated the dealership he was dealing with can not find the problem when they did a diagnostics test.

Briefly summarize what the customer is expecting: Customer is expecting chrysler to provide him some type of assistance. Agent informed the customer due to him being the 4th owner there is nothing chrysler would be able to do for him.

Customer does not like the fact Chrysler will not assist him with the issues. Customer did not like that the dealership stated that he needed a \$800.00 tune up when his own techs told him he needed a computer. Agetn stated to customer to bring to another dealership to get another opinion. Customer stated he might do that.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22083105</b>
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<b>VIN</b>	2B3KA53H3 6H [REDACTED]	<b>Open Date</b>	04/04/2012	<b>Built Date</b>	03/25/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	05/19/2006	<b>Mileage</b>	82,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	65673	KIMBERLY CAR CITY			
<b>Dealer Address</b>	625 W KIMBERLY RD				
<b>Dealer City</b>	DAVENPORT	<b>Dealer State</b>	IA	<b>Dealer Zip</b>	52806

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

Corporate - Product Information - Default - Default - Default	Customer wanting information on charger
Product - Electrical - Engine Wiring - Intermittent or Inoperative - Default	Engine stalls at varying speeds
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Escalation Matrix

\*\*\*\*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 calling Chrysler because of issues with his vehicle, namely,  
 Dodge Charger stalling at varying speeds.  
 Customer expecting information on the Dodge charger issues.  
 Agent having computer issues. Customer will call back.

**Customer Assistance Inquiry Record (CAIR)#** **22083261**

<b>VIN</b>	2B3KA53H3 6H [REDACTED]	<b>Open Date</b>	04/04/2012	<b>Built Date</b>	03/25/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	05/19/2006	<b>Mileage</b>	82,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	65673	KIMBERLY CAR CITY			
<b>Dealer Address</b>	625 W KIMBERLY RD				
<b>Dealer City</b>	DAVENPORT	<b>Dealer State</b>	IA	<b>Dealer Zip</b>	52806
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	DAVENPORT IA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default vehicle wont keep running.

\*\*\*\*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 in and wanted to know what to do his vehicle keeps stalling all the time .  
 Agent called the dealership and Darrell at the service department Dealer Name : KIMBERLY CAR CITY Dealer Phone : [REDACTED] .  
 Service Manager Darrell investigated this problem and wants to try something on this vehicle and left a message on [REDACTED] answering machine .  
 Agent told [REDACTED] he needed to call Darrell back and try to work out this problem .  
 Agent called the dealership and spoke to Darrell and he just wants [REDACTED] to call him back , and they will try to resolve this issue.  
 Agent told [REDACTED] to call him back and try to get this resolved, if not call back .

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22102836</b>	
<b>VIN</b>	2C3KA63H7	6H [REDACTED]	<b>Open Date</b>	04/10/2012	<b>Built Date</b>	03/23/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	03/24/2006	<b>Mileage</b>	48,000	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	68377	VERO BEACH CHRYSLER					
<b>Dealer Address</b>	855 S US HIGHWAY 1						
<b>Dealer City</b>	VERO BEACH			<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32962
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	BOCA RATON FL [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Recall - Default - Default - Default	customer wanted recall information
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Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling stating that his vehicle has been stalling while he is driving .Customer is stating that he heard from a friend that this is a common problem with these vehicles. Customer is wondering what is causing his vehicle to stall like it is .Agent advised customer that we can not diagnosis the vehicle over the phone and he would need to bring the vehicle to the dealership to have them diagnosis what the problem may be .Agent gave customer dealership informaiton for Delray Dodge Chrysler Jeep  
 2102 s federal hwy elray beach, FL  
 33483-3316  
 561-454-1800

Briefly summarize what the customer is expecting:  
 \Customer is expecting his vehicle to be diagnosised.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22110066</b>
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<b>VIN</b>	2B3KA53H8	6H [REDACTED]	<b>Open Date</b>	04/11/2012	<b>Built Date</b>	06/15/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	04/19/2007	<b>Mileage</b>	80,000	<b>Dealer Zone</b>	42	DETROIT	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	25078	BOLLINGER'S INC					
<b>Dealer Address</b>	208 LINCOLN AVENUE						
<b>Dealer City</b>	LAKEVIEW			<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48850
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	DETROIT MI [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Dies out and stalls
Corporate - CNA Change - Default - Default - Default	updated for new owner

Briefly summarize why the customer is contacting Chrysler: Customer has a star case in place. Customer states that he was on the internet and is trying to see if any other people have reported this issue.

Briefly summarize what the customer is expecting: To know the prevalence of this issue.

Agent advised that there is a star case in place to diagnose this issue.

Agent advised that STAR would be in contact to follow up on customer case.

Dealer for this issue is 64077

Dealer Name: ROSEVILLE CHRYSLER DODGE JEEP RAM

**Customer Assistance Inquiry Record (CAIR)#** **22124519**

<b>VIN</b>	2B3KA53H7 6H [REDACTED]	<b>Open Date</b>	04/15/2012	<b>Built Date</b>	06/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	06/25/2005	<b>Mileage</b>	68,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	68479	NABER CHRY-DODGE-JEEP INC			
<b>Dealer Address</b>	5660 MAIN STREET				
<b>Dealer City</b>	SHALLOTTE	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28470
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home</b>	[REDACTED]		
	CLAYTON NC [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - boost - Default

Roadside Assistance Contacted - DATE : 2012-04-15  
 Road Side File Created 04-15-12 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 HIGHWAY 17 5660 MAIN STREET  
 HIGHWAY 179  
 LITTLE RIVER SHALLOTTE  
 SC USA NC  
 //MAY JUST NEED JUMP? STALLED AT STOP SIGN.//ON  
 DEALER CODE : 68479 NABER CHRY-DODGE-JEEP INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22216989</b>
<b>VIN</b>	2B3KA53H5	6H	<b>Open Date</b>	05/09/2012	<b>Built Date</b>	02/09/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	05/06/2006	<b>Mileage</b>	98,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	MONTEVALLO AL				<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking dealer location information.
Corporate - Recall - Default - Default - Default	advised customer no open recalls on vehicle

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 seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer 60502

Briefly summarize why the customer is contacting Chrysler:

Customer called at direction of an IRF, to see if there are any recalls on her vehicle.

The problem she is experiencing is that she puts her key in the ignition, and starts her vehicle, and the vehicle stalls. She said he told her about TSB s for her vehicle. I looked in Dealerconnect but did not see anything for the fuel system. I suggested she contact her local CDJ dealership for diagnostics. Transferred her to #60502 to set up an appointment.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22239479</b>
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<b>VIN</b>	2C3KA63H0 6H [REDACTED]	<b>Open Date</b>	05/16/2012	<b>Built Date</b>	03/23/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/31/2006	<b>Mileage</b>	60,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	26769	HALL CHRYSLER JEEP			
<b>Dealer Address</b>	3152 VIRGINIA BEACH BLVD				
<b>Dealer City</b>	VIRGINIA BEACH	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	23452
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	VIRGINIA BCH VA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer wanted to have her problem documented
Product - Unknown - Unknown - Stalling - Default	Customers vehicle stalls after she refills at pump

Briefly summarize why the customer is contacting Chrysler:  
 Customer called in because she has been experiencing problems with her 2006 Chrysler 300 Customer states that when she fuels up at the tank afterwards her vehicle will stall. Customer is concerned about the situation. Agent advised customer to dealership to have vehicle diagnosed. Agent invited customer to call back if she needed any further assistance.

Briefly summarize what the customer is expecting:  
 Customer is expecting that if she needs any further help she can call back.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22247802</b>
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<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	05/20/2012	<b>Built Date</b>	05/09/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	05/13/2005	<b>Mileage</b>	83,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	HARMONY PA [REDACTED]			<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated ownership information
Product - Unknown - Unknown - Stalling - Default	Vehicle starts and then stalls after a few seconds

Briefly summarize why customer is calling:  
 Customer states the vehicle will start, but will turn off a few seconds afterwards. Customer is inquiring if there is a recall or issue with the keys themselves.  
 Agent advised customer there are no recalls on the vehicle at this time, and to take the vehicle to a dealership for a diagnosis.  
 Customer understood.  
 Briefly summarize what customer is expecting:  
 Customer seeking assistance with vehicle stalling issue.

**Customer Assistance Inquiry Record (CAIR)#** **22421245**

<b>VIN</b>	2C3KA63H7 6H [REDACTED]	<b>Open Date</b>	07/13/2012	<b>Built Date</b>	02/17/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/25/2006	<b>Mileage</b>	137,265	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	67463	MANASSAS CHRYSLER JEEP			
<b>Dealer Address</b>	8100 CENTREVILLE RD				
<b>Dealer City</b>	MANASSAS	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	20111

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

Product - Fuel System - Fuel Tank - Defective - Default	Customer is unable to fill gas tank without experiencing problems
Corporate - Recall - Default - Default - Default	No incomplete recalls
Corporate - CNA Change - Default - Default - Default	Updated phone number
Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Vehicle was stuck in park

Briefly summarize why the customer is contacting Chrysler: Customer calling to see if there are any incomplete recalls on the vehicle. Customer states her vehicle was stuck in park and she is unable to fill her gas tank up completely or it will stall when driving. Agent advised there are no incomplete recalls on the vehicle at this time.

Briefly summarize what the customer is expecting: Customer calling to see if there are any incomplete recalls on vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22424898</b>
<b>VIN</b>	2C3KK63HX	6H [REDACTED]	<b>Open Date</b>	07/16/2012	<b>Built Date</b>	02/13/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD		
<b>In Service Dt</b>	02/25/2006	<b>Mileage</b>	41,254	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	41586	B & L DODGE-CHRY-JEEP				
<b>Dealer Address</b>	300 CENTER STREET					
<b>Dealer City</b>	SHAMOKIN	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	17872	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	CRESCO PA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Power/Engine Control Module - Other - Default	No Computer Codes
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states that the vehicle started having problems in March, vehicle would just stall out, and engine light came on. Brown Dodge checked the entire vehicle over, could not find the source of the problem. Computer is not throwing any codes related to the vehicle stalling out. After taking the vehicle from the dealership the vehicle immediately died. Customer was trying to drive to a family reunion from Pennsylvania to Staten Island and to Montauk, vehicle died many times. Yesterday when driving home vehicle stalled multiple times.  
 Briefly summarize what the customer is expecting:  
 Assistance.

\*\*\*\*End structured narrative T2 - Beginning Narrative  
 Advised issue could be escalated for technical concern as issue is persistent, customer was asking about monetary assistance, writer advised no monetary assistance could be offered in this case as vehicle is out of warranty, customer became irate and requested writers ID, writer provided and the customer disconnected the call.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22479708</b>
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<b>VIN</b>	2B3KA53H5 6H [REDACTED]	<b>Open Date</b>	07/31/2012	<b>Built Date</b>	05/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	05/16/2005	<b>Mileage</b>	68,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45027	SAFFORD MOTORS DODGE			
<b>Dealer Address</b>	5202 JEFFERSON DAVIS HWY				
<b>Dealer City</b>	FREDERICKSBURG	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	22408
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	WASHINGTON DC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle stalls when idling
Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Customer states that the vehicle was stuck in Park

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle was stuck in park. Customer states that the vehicle also stalls intermittently when idling. Customer states that the vehicle feels like it misfires when traveling on the highway going around 55-65 MPH. Customer states that he has an appointment scheduled for Thursday at Darcars Dealership 64869U for diagnosis.

Briefly summarize what the customer is expecting: Customer seeking recall information and to bring the issues to attention of Dodge.

Agent advised that he would document the Customers concerns. 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)#** **22578455**

<b>VIN</b>	2C3KA63H7 6H [REDACTED]	<b>Open Date</b>	08/30/2012	<b>Built Date</b>	06/10/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/13/2006	<b>Mileage</b>	42,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45207	COMMERCE AUTO GROUP			
<b>Dealer Address</b>	105 STATE HIGHWAY 224				
<b>Dealer City</b>	COMMERCE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75428
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	GREENVILLE TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default | Experiencing intermittent stalling.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer is experiencing intermittent stalling.  
 Briefly summarize what the customer is expecting:  
 Assistance with resolution.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer is experiencing the same thing as the last CAIR. Customer states that car is still stalling. Writer advised that a case manager will contact him within 24 hours. Customer understood.  
 \*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Line rang busy  
 [REDACTED] called to speak with CM YO437. With customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.  
 EMAIL: [REDACTED]  
 Caller [REDACTED] requesting to speak with Case Manager.  
 Transferred to nic YO437 voice mail  
 . . Dialed [REDACTED]  
 Customer was informed that at this point, we can not make promises of assistance with out the car being diagnosed at the dealership. Customer stated that this is not a new issue and has been happening for a long time now. Writer informed him that at this point there is nothing further we can do but when he gets the car into the dealership, we can discuss assistance after the diagnoses to see what we can help with. Writer offered to follow up in a week to gather status update at that point. Customer stated that he wil try and get the car into the dealer GREENVILLE CHRYSLER -68842-  
 Customer called in and stated that he dealership did diagnose the car and they found that the there was an issue with the fuel. So they placed a fuel additive to the fuel tank to loosen the fuel and should have resolved the issue. Customer stated that he does not drive very much and that he will keep driving the car to get the issue resolved. Writer informed him that we will close out the case but address him to work wityh his dealership when necessary.  
 CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **22588733**

<b>VIN</b>	2C3KA63H4 6H [REDACTED]	<b>Open Date</b>	09/05/2012	<b>Built Date</b>	02/06/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/23/2006	<b>Mileage</b>	66,556	<b>Dealer Zone</b>	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	THA VILLAGES FL [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	no recall on vehicle
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 car stalls only after fuel fill up  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 would like to know if there is a recall for this problem,as i see many complaints of the same issue.  
 \*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*  
 Dear [REDACTED]:  
 Thank you for contacting the Chrysler Customer Assistance Center. A review of our records indicates that your 2006 Chrysler 300C does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail.  
 Please keep us informed of any change of address.  
 You may also access the self-service recall site on the internet to check on your vehicle s involvement in any future recalls that are published. Simply go to your brand website Owners page:  
<http://www.Chrysler.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.  
 If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.  
 Thank you for your email inquiry.  
 Sincerely,  
 Heather  
 Customer Service Representative  
 Chrysler Customer Assistance Center  
 \*\*\*\*\*END OF CAC EMAIL \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **22609375**

<b>VIN</b>	2C3LA63H1	6H [REDACTED]	<b>Open Date</b>	09/11/2012	<b>Built Date</b>	06/10/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	03/28/2007	<b>Mileage</b>	9,100	<b>Dealer Zone</b>	70	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS		<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	LAS VEGAS NV [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking assistance
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	dealer can not duplicate issue
Product - Drivability - Unknown - Stalling - Default	vehicle is stalling while driving

Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling and stating that she just recently purchased her vehicle about a month ago and she has been having some issues with the vehicle stalling while driving and also surges forward when at a stop .Customer is stating that she has had it at the dealership and they have said that the problem can not be duplicated and they are not sure what is causing the problem . Customer is stating that she is bringing the vehicle to the dealership today again .Customer feels that this is a serious safety issue and is seeking some assistance with finding out what is causing this issue .

Briefly summarize what the customer is expecting:  
 Customer is expecting some assistance with finding out issue with vehicle .

Who has possession of the vehicle? owner  
 Has an authorized dealer diagnosed the vehicle? yes  
 If a CDJR dealer has diagnosed, what is the dealer name and code?  
 henderson dodge chrysler  
 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:  
 Reassigned to:88f

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information for the vehicle. Customer states she was reading online about recalls for the brakes and the transmission and wanted to see if they have been taken care of.  
 Briefly summarize what the customer is expecting: Customer expecting recall information for the vehicle.

Agent advised customer recalls are VIN specific and do not apply to every year make and model and there have been no recalls on the vehicle.

\*\*\*\*\* CASE MANAGER TEAM - DistrictO \*\*\*\*\*

OOW by 2years  
 Customer has owned one used vehicle and no record of other vehicles in household  
 history of one active service contract and one expired service contract  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] . Customer stated her phone was dying, Writer advised that a

call back will occur tomorrow thursday 9/13

Writer contacted dealership 43931 at 702-457-1061. Writer left message for Service Manager (SM).

Writer contacted customer at [REDACTED]. Left message.

Writer contacted Service Manager Mike, left message.

Writer contacted customer who advised they are unable to take the vehicle in if the dealer is going to keep it, but is working with the dealership and will have his wife call back. Writer advised would keep case open 1 more week but if diagnosis is not completed, the case will be closed and another can be opened when diagnosis can be completed.

Writer contacted customer, no answer.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22628870</b>
<b>VIN</b>	2B3LA53H9	6H [REDACTED]	<b>Open Date</b>	09/17/2012	<b>Built Date</b>	12/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	01/31/2006	<b>Mileage</b>	113,839	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	64756	MATTESON MOTOR INC				
<b>Dealer Address</b>	276 W STATE					
<b>Dealer City</b>	PHILLIPSBURG	<b>Dealer State</b>	KS	<b>Dealer Zip</b>	67661	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	NORTON KS	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	vehicle stalls after being filled with gas
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Customer is contacting Chrysler to state that the vehicle was just purchased and when filling up with gas, the vehicle will stall several times but work fine after. Customer is seeking technical information on what would be causing the vehicle to stall. Agent advised customer of contacting a local Chrysler dealership to have the vehicle diagnosed to see what would be causing the issue. Agent provided customer with dealership information and transferred customer for further assistance.

Matteson Motors  
276 w state  
phillipsburg , KS 67661-1814  
785-543-2423

**Customer Assistance Inquiry Record (CAIR)#** **22637121**

<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	09/19/2012	<b>Built Date</b>	09/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	01/25/2006	<b>Mileage</b>	75,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	43906	TEXAS DODGE LP			
<b>Dealer Address</b>	7800 I-40 WEST				
<b>Dealer City</b>	AMARILLO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	79106
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	CANYON TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Fuel Tank - Other - Default      Customer states that the fuel tank needs to be replaced

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle stalls after he refuels. Customer feels that this is a safety issue.  
 Briefly summarize what the customer is expecting: Customer feels that this is a safety 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/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? Texas Dodge Lp 43906  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*  
 Status update provided via email to the following email address:  
 [REDACTED]  
 Your Case Manager is: Steve  
 Here is some helpful information for you:  
 Your case #: [REDACTED]  
 Chrysler Customer Care Phone#: 800-763-8422  
 My Extension: 66029  
 My work hrs are 08:00am - 4:30pm mdt  
 I will contact you by telephone to review your case with you.  
 End of Status Update  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.  
 SA Karen states no diagnoses completed at dealer.  
 Left Message for Customer to verify where diagnoses was completed.  
 Contacted customer and informed that a diagnoses would need to be completed prior to any offer of assistance could be rendered.  
 Joel at dealership stated that customer vehicle has not been dropped off for diagnoses  
 Customer stated that he will take vehicle to dealership in the next week.  
 Left Message for customer to see if diagnoses has been completed.  
 Left Message for Customer.  
 SA Juan states that vehicle has not been in since August of this year.  
 Left Message for Customer.

Customer called back and stated he is not sure when he can get vehicle into dealer. WRiter advised that the case will be closed and customer can call back in the next 30 days to reopen case, or if outside 30 days a new case will need to be created.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **22693691**

<b>VIN</b>	2B3KA53H3	6H [REDACTED]	<b>Open Date</b>	10/09/2012	<b>Built Date</b>	04/04/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	06/02/2006	<b>Mileage</b>	53,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	43174	TUTTLE-CLICK'S TUSTIN CHRYSLER	JEEP DODGE			
<b>Dealer Address</b>	40 AUTO CENTER DRIVE					
<b>Dealer City</b>	TUSTIN	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92782	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	(714) 803-2107
	ORANGE CA	[REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - CNA Change - Default - Default - Default	Update personal information
Product - Engine - Unknown - Other - Default	Vehicle stalls when fuel tank is filled up

\*\*\*\*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:  
 Caller states that he is having an issue with the vehicle intermittently stalling when the fuel tank is full.  
 Caller states that he has taken the vehicle to an IRF for this issue and caller states that the issue seems to be a fuel tank solenoid at the top of the fuel tank that stays open and fills up with gas fumes.  
 Caller states that he feels that this is a safety issue because the vehicle stalls when the fuel tank is full.  
 Agent also updated personal information.  
 Briefly summarize what the customer is expecting: Caller expecting assistance with the stalling issue that he is having when the fuel tank is full.  
 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: [REDACTED]  
 Who has possession of the vehicle? (Owner)  
 Has the vehicle been diagnosed by a CDJ dealer? (No)  
 If a CDJ dealer has diagnosed, what is the dealer name or code?  
 Reassigned to 88F  
 Status update provided via email to the following email address: [REDACTED]  
 My name is Tammy and I am contacting you on behalf of your case manager Collette. Here is some information that will be helpful for you to have:  
 Chrysler Case Management telephone Number: 800-763-8422 my direct extension: 66003  
 Your Case # [REDACTED]  
 End of Status Update  
 CONTACT UPDATE - via email  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 Writer calls customer told customer that they need to take the car into

the dealership to get a diagnosis for the vheicle. Writer lost call, called customer back explained again about getting the car to the dealership and customer said would take it in tomorrow. Writer will follow up on 10-16-12

Left a message with the SM for a call back.

Writer calls the customer at [REDACTED] filled up with gas dealership could not duplicate the problem so writer said until they can duplicate the problem then we will be closing the case and if he has the same problem to call us back and we will look into it again.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22728474</b>
<b>VIN</b>	2B3KA53H6 6H [REDACTED]	<b>Open Date</b>	10/21/2012	<b>Built Date</b>	05/08/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	06/17/2006	<b>Mileage</b>	99,500	<b>Dealer Zone</b>	66 ORLANDO	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PR3	TORRED				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	42689	STOKES CHRYSLER CO				
<b>Dealer Address</b>	2003 7TH ST N					
<b>Dealer City</b>	CLANTON	<b>Dealer State</b>	AL	<b>Dealer Zip</b>	35045	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	PRATTVILLE AL [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Drivability - Unknown - Stalling - Default	Vehicle stalls out after filling fuel tank
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 My 2006 Charger Daytona will miss and cut-out upon accelerating after filling the fuel tank. Once some fuel is consumed the car runs fine. This has just started to occur. I do not top the fuel tank off after the pump clicks off.

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 I would appreciate any and all information and/or assistance. Thanks.

[REDACTED] EMAIL \*\*\*\*\*  
 Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2006 Dodge Charger. 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. I will contact you within one business day by telephone to review your case with you. Thanks for contacting us. I look forward to talking to you soon. Sincerely,  
 Erica  
 Customer Service Representative  
 Dodge Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL \*\*\*\*\*  
 \*\*\*\*\*CORRECTION\*\*\*\*\*  
 Line 16 should read as the following:  
 I will contact you by 10/23/12 by telephone to review your case with you. CAIR was accidentally closed. CM reopened CAIR. 1st contact attempt to customer at [REDACTED] 7 and a voicemail was left to call CM back. If customer calls back please transfer to 877-759-5427 ext. 4718147. Customer called and left a VM stating he won't be back around until Monday.  
 Dear [REDACTED]:  
 I did receive your voicemail stating that you won't be back until Monday. I will attempt to call you at the latest by 10/30/12.

Thanks again for your email.

Sincerely,

Erica

Customer Service Representative

Dodge Customer Assistance Center

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

Erica:

I appreciate it. I'll be in all week.

Thanks very much.

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

\*\*\*\*\*NAN, CM will be contacting customer by phone.\*\*\*\*\*

CM contacted customer at [REDACTED] and a voicemail was left to call CM back. If customer calls back please transfer to 877-759-5427 ext. 4718147.

Customer called in and stated that this issue started happening about 4 months ago and it happens every time he fills his fuel tank. Customer stated that he hasn't had a diagnosis completed yet as his current Chrysler dealer, VICTORY MOTOR COMPANY, just closed. Customer stated they just purchased a 2012 Chrysler Town and Country from Stokes Chrysler Company, AL and they would most likely go to this dealership to have any future service completed. CM advised customer to have a diagnosis completed but that cost would be up to him and in order to look into any possible cost assistance she would need a diagnosis completed first. CM asked customer to contact her once a diagnosis appointment has been made. CM stated if she hasn't heard from her by 11/07/12 she will follow up accordingly.

CM will follow up 11/07/12.

CM will follow up 11/07/12.

CM will follow up 11/07/12.

CM contacted customer at [REDACTED] and a voicemail was left to call CM back. If customer calls back please transfer to 877-759-5427 ext. 4718147. CM stated on the VM that if a diagnosis has not completed by

11/14/12 she would be closing his file.

CM will follow up 11/14/12.

CM will follow up 11/14/12.

CM contacted dealer, 42689, at 205-755-3700 and spoke with Tasha who verified that the customer has not made a diagnostic appointment nor has he had one completed.

CLOSED LOOP UPDATE - No follow up needed. Customer has not made or completed a diagnostic appointment.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22746937</b>
<b>VIN</b>	2B3KA53H7	6H [REDACTED]	<b>Open Date</b>	10/26/2012	<b>Built Date</b>	06/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	07/18/2005	<b>Mileage</b>	95,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44520	SHERMAN DODGE				
<b>Dealer Address</b>	7601 N SKOKIE BLVD					
<b>Dealer City</b>	SKOKIE	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60077	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	CHICAGO IL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Caller stated that vehicle stalls after he fills it with gas
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Briefly summarize why the customer is contacting Chrysler:  
 Customer [REDACTED] is calling in to complain that he has an issue with the vehicle stalling after he fills the vehicle with gas.  
 Caller is asking if there are any recalls.  
 Caller thinks this is a safety issue.  
 Caller stated that he spoke to someone and he is not sure who it was at the Sherman Dodge dealership as it is near his work.  
 Briefly summarize what the customer is expecting:  
 Caller wants to know if there are recalls.  
 Agent asked the caller if he services his vehicle at any dealerships.  
 Caller said he has been to Sherman before.  
 Agent called the Sherman dealership and spoke to Marcin.  
 Marcin did not find any history with the customer.  
 Marcin advised the caller should bring his vehicle in for diagnosis and he left his extension for the caller.  
 Agent offered to transfer the caller to Marcin and caller declined.  
 Agent gave the caller the extension that Marcin had left for him if he chooses to go into the dealership to have the vehicle diagnosed.

**Customer Assistance Inquiry Record (CAIR)#** **22750484**

<b>VIN</b>	2B3KA53H8 6H [REDACTED]	<b>Open Date</b>	10/27/2012	<b>Built Date</b>	04/27/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	05/27/2006	<b>Mileage</b>	79,500	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PR3	TORRED			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	41573	STRONGSVILLE DODGE INCORPORATED			
<b>Dealer Address</b>	11800 PEARL ROAD				
<b>Dealer City</b>	STRONGSVILLE	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	44136
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	PARMA OH [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Fuel Tank - Other - Default | gas flood into engine causing stalling

Briefly summarize why the customer is contacting Chrysler: Customer is having a problem with the roll over valve not stopping the over flux of gas going into the vehicle. Customer needs to replace the gas tank. Customer wanted to know if it was under warranty  
 Briefly summarize what the customer is expecting: warranty coverage

<b>Customer Assistance Inquiry Record (CAIR)#</b>					<b>22791678</b>	
<b>VIN</b>	2C3KA63H3	6H	<b>Open Date</b>	11/09/2012	<b>Built Date</b>	05/11/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	07/09/2005	<b>Mileage</b>	166,000	<b>Dealer Zone</b>		
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	LINCOLN CA				<b>Country</b>	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Valve flap in fuel tank allowing vapors out.
-----------------------------------------------------	----------------------------------------------

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 flap valve in fuel tank is open  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 my 06 300 has a open valve flap in fuel tank allowing vapor to enter into system causing stalling. this is a fire hazard and i am asking for your help to fix this problem.  
 \*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*  
 Dear [REDACTED]  
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2006 Chrysler 300C.  
 Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time and mileage limitations of the manufacturer s warranty at the time the expense was incurred.  
 Although a more favorable reply could not be provided, sharing your concern with us is appreciated.  
 Thanks again for your email.  
 Sincerely,  
 Erica  
 Customer Service Representative  
 Chrysler Customer Assistance Center  
 \*\*\*\*\*END OF CAC EMAIL \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **22809397**

<b>VIN</b>	2B3KA53H2 6H [REDACTED]	<b>Open Date</b>	11/15/2012	<b>Built Date</b>	07/21/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	10/16/2006	<b>Mileage</b>	63,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.			
<b>Dealer Address</b>	9051 EAST COLONIAL DRIVE				
<b>Dealer City</b>	ORLANDO	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32817
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	PEMBROKE PINES FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default

ASM UPDATE: stall concern. Unable to be able to be duplicated. Veh concern has been evaluated.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22836436</b>
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<b>VIN</b>	2B3KA53H9 6H [REDACTED]	<b>Open Date</b>	11/26/2012	<b>Built Date</b>	09/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	11/17/2005	<b>Mileage</b>	52,181	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	67064	SPIELER'S INC			
<b>Dealer Address</b>	HIGHWAY 50 WEST				
<b>Dealer City</b>	CALIFORNIA	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	65018

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	JEFFERSON CITY MO [REDACTED]	<b>Country</b>	UNITED STATES

Product - Fuel System - Unknown - Other - Default	canisters
Corporate - Product Information - Default - Default - Default	vehicle concerns

Briefly summarize why the customer is contacting Chrysler: Customer states he was getting gas and went to drive away and the vehicle stalled. Customer took vehicle in and spark plugs were replaced, customer was satisfied. Customer recently got gas and the same thing happened. Now he is being told it has to do with a canister of some sort of which will be covered by his service contract, however, he does not feel he should be responsible for the \$100 deductible. CSR contacted SPIELER S INC @ [REDACTED] and spoke with service manager, Tim, who agreed to go half with customer. Tim will be responsible for \$50 and customer for the other \$50. CSR proposed this to customer who was pleased. Customer will contact dealership for information.

Briefly summarize what the customer is expecting: Customer seeking to know if Chrysler would cover his deductible as he feels the concern he is having is beyond his control and should be a recall.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22871027</b>
<b>VIN</b>	2C3KA63H7	6H [REDACTED]	<b>Open Date</b>	12/06/2012	<b>Built Date</b>	04/19/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	02/19/2007	<b>Mileage</b>	98,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	43272	DODGE CHRYSLER JEEP CITY				
<b>Dealer Address</b>	4395 ROUTE 130 S					
<b>Dealer City</b>	BURLINGTON	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08016	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	MOORESTOWN NJ [REDACTED]				<b>Country</b>	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Other - Default	Customer calling about lack of oil in engine
-----------------------------------------------------------------	----------------------------------------------

Briefly summarize why the customer is contacting Chrysler: Customer is looking for information about his engine.

Briefly summarize what the customer is expecting: Customer is expecting information regarding his engine.

Customer stated that he took his vehicle into a business that does oil changes. He drove the car for a little bit off and on for the past couple of days. Today, he was driving and the car stalled and the oil light came on. He checked the oil and there is none in the oil compartment. He called a tow truck and had it towed to the place that did the oil change. Customer called to find out if there is going to be damage to his vehicle, now or in the future, because of this. Agent advised customer that this is a technical question and she is not equipped to answer it. Agent advised customer that the vehicle should be looked at by a Chrysler dealership so they can access the damage if any. Agent gave the closest dealership information to the customer and then called the dealership and spoke with Ben the SM. Dodge Chrysler Jeep City  
4395 route 130 S Burlington, NJ 08016-2249 1-877-689-6755  
Agent then transferred the customer to make arrangements for an appointment.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>22893484</b>
<b>VIN</b>	2C3KA63H7	6H	<b>Open Date</b>	12/14/2012	<b>Built Date</b>	04/18/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	08/16/2006	<b>Mileage</b>	7,800	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	AUSTIN TX				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	vehicle stalls
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
My 2006 300 C stalls after i place fuel in tank  
\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
it is very dangerous after I fill up with gas to pull on to the road and not be sure the car will stall  
\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*  
Dear Clyde:  
Thank you for contacting the Chrysler Customer Assistance Center. We appreciate the time and effort you took to bring this matter to our attention.  
If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local factory authorized dealership to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.  
A dealership locator can be found on the brand web site in the 'Find a Dealer' field of the Chrysler - <http://www.chrysler.com> home page.  
Thank you again for taking the time to communicate with us.  
Sincerely,  
Alyssa  
Customer Service Representative  
Chrysler Customer Assistance Center  
\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*  
\*\*\*\*\*NOTE: The customer does not meet the Goodwill Escalation Matrix.\*\*\*\*\*

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22910810</b>
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<b>VIN</b>	2C3KA63H7 6H [REDACTED]	<b>Open Date</b>	12/19/2012	<b>Built Date</b>	09/26/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/31/2006	<b>Mileage</b>	66,952	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	66159	BILL GADDIS CHRY-PLY INC			
<b>Dealer Address</b>	1717 N WHEELING AVE				
<b>Dealer City</b>	MUNCIE	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	47303
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MUNCIE IN [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	customer states when filling tank the vehicle chugs and stalls out
Product - Fuel System - Fuel Tank - Other - Default	customer states when filling tank the vehicle chugs and stalls out

Customer called stating that when she fills her gas tank and then starts the vehicle that is starts chugging and then stalls out on her.  
 Customer is looking for cost assistance  
 Agent advised customer that she needs to make an appointment with a Chrysler dealership and have them diagnose the proble. Agent advised customer to call Chrysler back once the vehicle has been diagnosed for further assistance

**Customer Assistance Inquiry Record (CAIR)#** **22975372**

<b>VIN</b>	2C3KK63H0	6H	<b>Open Date</b>	01/11/2013	<b>Built Date</b>	02/08/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD		
<b>In Service Dt</b>	05/12/2006	<b>Mileage</b>	6,725	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Owner</b>		<b>Contact Type</b>	ROADSIDE
<b>Address</b>		<b>Home Phone</b>	
	OAK BROOK IL null	<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2013-01-11  
 Road Side File Created 01-11-13 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 OAK BROOK DOWNERS GROVE  
 IL USA IL  
 ALT NUM 7734330187,VEHIC STALLING  
 DEALER CODE : 45453 ZEIGLER CHRYSLER DODGE JEEP -

**Customer Assistance Inquiry Record (CAIR)#** **22975942**

<b>VIN</b>	2B3KA53H3	6H [REDACTED]	<b>Open Date</b>	01/11/2013	<b>Built Date</b>	05/07/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	11/02/2006	<b>Mileage</b>	79,000	<b>Dealer Zone</b>	51	CHICAGO	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	42068	ALL STAR DODGE CHRYSLER JEEP					
<b>Dealer Address</b>	11503 SAINT CHARLES ROCK RD						
<b>Dealer City</b>	BRIDGETON			<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63044
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	SAINT LOUIS MO [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Recall - Default - Default - Default	No incomplete recalls
Corporate - CNA Change - Default - Default - Default	Update personal information
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls after fuel tank fill up
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis at this time

Briefly summarize why the customer is contacting Chrysler:  
 Caller states that he is having a recurring issue with the vehicle stalling after he fills the fuel tank up at the gas station.  
 Caller states that he has had this issue with the vehicle for about the last 2 weeks.  
 Caller states that he fills the vehicle up at the gas station and the vehicle will stall a short time afterwards.  
 Briefly summarize what the customer is expecting: Caller expecting assistance with the issue that he is having with his vehicle.  
 Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.  
 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?  
 Reassigned to 861  
 Reassigned back to DD721 as there is no TL override, please seek out tl to follow proper process  
 Matrix Override approved by jr1305U.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23008749</b>
<b>VIN</b>	2C3KA63H9	6H	<b>Open Date</b>	01/21/2013	<b>Built Date</b>	09/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	09/28/2005	<b>Mileage</b>	33,000	<b>Dealer Zone</b>	70	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	67858	MOORE CHRYSLER-JEEP INC				
<b>Dealer Address</b>	8600 W BELL RD					
<b>Dealer City</b>	PEORIA	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85382	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>		
	SURPRISE AZ [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical assistance
Product - Drivability - Unknown - Stalling - Default	Engine shuts off when filling the vehicle with fuel

Briefly summarize why the customer is contacting Chrysler:  
Customer states when he fills up the gas tank the engine sputters and shuts off. Customer states he will restart the vehicle, driver further and then it shuts off again. Customer states this happens only when he puts gas in the vehicle. Customer seeking technical information.

Briefly summarize what the customer is expecting:  
Customer seeking technical information. Writer advised customer there are no incomplete recalls that would be causing this issue. Customer states he tried contacting Moore (70- 67858) and asked to speak with the Service Manager Matt Moore but was unavailable. Customer states he has called there a couple of times and no one has returned his call. Customer is not pleased with the dealership.

Writer advised customer writer is not technically trained as we do rely on our dealership for technical assistance. Writer contacted the nearest dealership for further assistance.  
Larry H. Miller Chrysler Jeep Dodge Ram Surprise  
13165 N. Autoshow Ave.  
Surprise, AZ 85388 (623) 537-5000

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23013211</b>
<b>VIN</b>	2C3LA73W2 6H [REDACTED]	<b>Open Date</b>	01/22/2013	<b>Built Date</b>	03/10/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD		
<b>In Service Dt</b>	08/21/2006	<b>Mileage</b>	57,000	<b>Dealer Zone</b>	66 ORLANDO	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	68937	NAPLETON'S NORTH PALM AUTO PARK	INC			
<b>Dealer Address</b>	3703 NORTHLAKE BLVD					
<b>Dealer City</b>	LAKE PARK	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33403	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	JUPITER FL [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Recall - Default - Default - Default	recall information
Product - Drivability - Unknown - Stalling - Default	vehicle stalls
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she is having an issue with her vehicle stalling out on her. Customer also seeks to know if there is any recalls on the vehicle.

Briefly summarize what the customer is expecting: Customer seeks resolution for the issue as well as recall information.

Agent advised customer that there is no open recalls on the vehicle, agent advised the customer of the completed recall. Agent transferred customer to the MK885 in the SRT department to further assist the customer.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 68937

Customer fiance Laurie states stalling concern started 5 days after purchase and has a warranty with the DLR. Customer has a 100.00 deductible. Customer feels DLR should take care of this concern because they just bought it.

Status update provided via email to the following email address:

[REDACTED]

My name is Mark with the SRT Customer Assistance Center and I have been assigned as your case manager. Here is some information that will be helpful for you to have:

The toll free number is 855-778-8326. My direct extension is 4720329

My work hours are 11:30 am to 8:00 EST Monday Friday

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

End of Status Update

CM contacted Sales manager Andy, 68937, 561-622-0101. Andy stated that vehicle was sold as is but the customer can possibly contact the used car manager Dan Antolini or their salesman after 3:30. Concern is from an aftermarket remote start system.

CLOSED LOOP UPDATE - Customer contacted CM. Customer states DLR contacted the customer and informed her that the deductible would be covered for her. Customer is satisfied and no other concerns.

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**Customer Assistance Inquiry Record (CAIR)#** **23029066**

<b>VIN</b>	2C3LA63H1 6H [REDACTED]	<b>Open Date</b>	01/25/2013	<b>Built Date</b>	09/14/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/13/2006	<b>Mileage</b>	84,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	66451	SOUTH COUNTY CHRYSLER - JEEP -		DODGE	
<b>Dealer Address</b>	6600 CHESTNUT ST				
<b>Dealer City</b>	GILROY	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95020
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MORGAN HILL CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Survey By-Pass - No 2nd Diagnosis - Default - Default	No 2nd Diagnosis.
Product - Drivability - Unknown - Stalling - Default	issues with vehicle stalling

Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling and stating that he is having a issue with the vehicle stalling .Customer is stating that this has happened 2 times .Customer is stating that he had his vehicle at the dealership and they are stating to him that this is a known problem but there is no fix for it as of yet .Customer is very upset about this issue and is wanting a explanation about this problem .

Briefly summarize what the customer is expecting:  
 Customer is expecting a call about this issue .  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: 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 66451  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
 Vehicle History: 2 new; 1 used  
 Oow: Yes  
 Service Contract: MX670M( expired)  
 Writer contacted dealer, phone number dialed, [REDACTED] . Left message to Service Adivsor and waiting for call back.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] . Left message to customer and waiting for call back.  
 Writer contacted customer, phone number dialed [REDACTED] . Writer spoke with customer; writer stated that he was waiting for dealer to call back.  
 Writer advised that he will call back customer on Wednesday 01/30/2013 for update. Writer asked for customer email and customer provided with email [REDACTED] . Customer stated if there was any recall on this vehicle, and he is expecting that Chrysler will fix the issue.  
 Writer advised there was no recall and advised that we needed to find the issue on the vehicle to be able to assist.  
 Status update provided via email to the following email address:  
 [REDACTED]  
 Hi Mr. Bailey  
 My name is Khalifa I have been assigned as your case manager. Here is

some information that will be helpful for you to have.

Your case number is 23029066.

Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66041.

My work hours are 10-6:30 pm EST Monday-Friday.

I will contact you by telephone to review your case with you.

End of Status Update

Writer contacted dealer, phone number dialed, [REDACTED]. Writer spoke with SM Doyle. SM stated that they could not duplicate the issue. SM suggested that the customer leaves the vehicle at the dealer for a second diagnosis, and leave it for 3 days so they will try to duplicate the issue. Writer advised will call customer for update on case.

Writer contacted customer, phone number dialed, [REDACTED]. Left message to customer, waiting for call back.

Writer advised will call back on Friday 02/01/2013.

Writer contacted customer, phone number dialed, [REDACTED]. Writer was unable to reach customer on first try. Writer tried again and still could not reach customer writer will send email to customer for update.

Status update provided via email to the following email address:

[REDACTED]

Hi Mr. [REDACTED]

I have called you in this number [REDACTED] but could not reach you. I will follow up with you on Tuesday 01/05/2013 for case update you can call me back at 1800-763-8422 ext: 66041

End of Status Update

Status update provided via email to the following email address:

[REDACTED]

Hi Mr. Bailey

I have called you in this number [REDACTED] but could not reach you. I will follow up with you on Tuesday 01/05/2013 for case update you can call me back at 1800-763-8422 ext: 66041

End of Status Update

Writer contacted customer, phone number dialed, [REDACTED]. Left message to customer advising will call back customer on 02/07/13.

Writer contacted customer, phone number dialed, [REDACTED]. Left message to customer advising will contact back on Tuesday 02/12/2013.

Secondary Phone # [REDACTED]

\*\*\* E-mail: \*\*\*confirmed

called to speak with their Case Manager. Transferred the customer to KW488 s voicemail at ext 66041

Writer received voicemail from customer advising a call back.

Writer contacted customer, phone number dialed, [REDACTED]. Writer advised customer per lines 46-50, customer agreed that he left the vehicle to dealer for 3 days but still could not find any fault code.

Customer stated that the technician advisor drove his vehicle and could not find any issue. Writer advised will contact no later than Thursday 02/14/2013 with some more updates.

Writer contacted dealer, phone number dialed, [REDACTED]. Left message to SM waiting for call back.

Writer received a phone call from SM Doyle. SM stated the customer has not come back yet to the dealer. SM stated that he contacted customer but customer did not tell him a straight answer. Writer advised will call customer back and advised if they will bring the vehicle again for diagnosis.

Writer contacted customer, phone number dialed, [REDACTED]. Left message waiting for call back.

Writer advised will call back no later than Monday 02/18/2013.

Writer contacted customer, phone number dialed, [REDACTED]. Left message to customer and waiting for call back. Writer advised in voicemail will call back on Wednesday 02/20/2013.

Writer contacted customer, phone number dialed, [REDACTED]. Customer wanted writer to close case and ended call.

Customer stated he will not put the vehicle back for 2nd diagnosis.

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

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<b>Customer Assistance Inquiry Record (CAIR)#</b>					<b>23030814</b>	
<b>VIN</b>	2B3LA53H7 6H [REDACTED]	<b>Open Date</b>	01/26/2013	<b>Built Date</b>	05/01/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	06/17/2006	<b>Mileage</b>	100,569	<b>Dealer Zone</b>		
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	E-MAIL	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	FAIRFIELD CA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Fuel System - Fuel Tank - Other - Default	Customer uspet about fuel sensor
Referral - Other - Default - Default - Default	Directed to dealership.

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

Bad Gas Sensor

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

I own a 2006 Dodge Charger and have been recently having trouble with my gas tank. Everytime i fill up on gas, I drive a few miles and my car jerks extremely bad and the engine stops running then the warning light comes on. Im then stalled for a good minute before i can get my car to start again. I took it in to get diagnosed twice and they told me that Durangos have had their sensors recalled and have had to get their gas tanks replaced. I ve been filling up my gas tank 3/4 of the way to avoid the problem, but this is an inconvenience for me. I need to know what can be done with out buying a new gas tank.

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

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center. We are sorry to hear of the problems you are experiencing with your vehicle. In your email you state you have brought the vehicle in to be diagnosed, however I do not see that any of our dealerships have contacted our engineering group about this matter. If you have not already done so, we would encourage you to work with one our authorized Chrysler Jeep Dodge dealerships. We show that the closest dealership to you is Momentum Chrysler Dodge Jeep Ram of Fairfield, they are located at 2595 Auto Mall Pkwy in Fairfield CA. Momentum can be reached by phone [REDACTED].

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative

Dodge Customer Assistance Center

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

I took it into a Firestone. I m not going to a dealership for another diagnosis and pay another \$200.

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

No answer necessary, customer has been encouraged to contact a dealership for diagnosis. Customer refuses to contact dealership.

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

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23032226</b>	
<b>VIN</b>	2C3KA63H3	6H [REDACTED]	<b>Open Date</b>	01/28/2013	<b>Built Date</b>	06/04/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	06/28/2005	<b>Mileage</b>	68,400	<b>Dealer Zone</b>	35	WASHINGTON	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	23251	ANTWERPEN MOTOR CARS LTD					
<b>Dealer Address</b>	6440 BALTIMORE NATIONAL PIKE						
<b>Dealer City</b>	BALTIMORE			<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21228
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	BALTIMORE MD [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - CNA Change - Default - Default - Default	Updated customer information
Product - Engine - Unknown - Other - Default	vehicle stalled
Product - Electrical - Remote/Key Fob - Default - Default	vehicle will not respond to key

Briefly summarize why the customer is contacting Chrysler: Customer states he just purchased this vehicle 10 days ago. Customer states the vehicle stalled and will not start and the vehicle will not respond to the key. Customer states he doesn't want the vehicle and is asking us to take the vehicle back. Customer bought this vehicle at an IRF who said they would fix the vehicle but will not take it back. Customer called his bank who said to call us. Agent informed the customer we can not make the IRF take the vehicle back, agent suggested he needs to speak with the manager at the IRF and come to a solution.

Briefly summarize what the customer is expecting: Customer wants to return the vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23053119</b>
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<b>VIN</b>	2B3KA53H5 6H [REDACTED]	<b>Open Date</b>	02/01/2013	<b>Built Date</b>	06/05/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	09/23/2005	<b>Mileage</b>	99,405	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	44402	HENDRICK DODGE			
<b>Dealer Address</b>	81 MACKENAN DRIVE				
<b>Dealer City</b>	CARY	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	27511
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	APEX NC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	Vehicle continues to stall
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 2006 Dodge charge cutting off when driving, I took it to hendrick dodge in cary on jan 10 to get fixed got it back on 16 drove it 7.5 miles started doing the same thing, took it back on 17 got it back on the 31 drove it 2.3 miles doing the same thing. call  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 the dealer service righter hes words were i dont no what to tell you, I took it back again an had them to read codes in front of me same codes i started with 850 dollars wasted cause its not fixed make a payment ,an now im not so sure you have tech that know what thay are doing. will my car be safe to drive or have i got to worry about my wife an kids getting killed in the car when it cuts off in traffic.what to do with it now. what ides do you have for me. I have bought the last dodge ever for me an my kids never again. Ive really got burned this time. Also i bought the car 2 years ago from hendrick dodge in cary jan 25 makes two years ago. Dam the car didnt even last till i got it paid for, now you tell me wat that sounds like to you, ( a real pile of shit) that what i thank of it..  
 \*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*  
 Dear [REDACTED]:  
 Thank you for contacting the Dodge Customer Assistance Center, regarding your 2006 Dodge Charger.  
 In regards to your email, our records show that you have contacted us by telephone and we are currently addressing your concern. We have updated your file to reflect the latest information you provided in the email.  
 Thanks again for your email.  
 Sincerely,  
 Josh  
 Customer Service Representative  
 Dodge Customer Assistance Center  
 \*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*  
 \*\*\*\*\*PLEASE SEE CAIR 23052764 FOR FURTHER HANDLING\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **23070219**

<b>VIN</b>	2B3LA53H9 6H [REDACTED]	<b>Open Date</b>	02/06/2013	<b>Built Date</b>	03/08/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	04/07/2006	<b>Mileage</b>	94,000	<b>Dealer Zone</b>	35 WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	64356	DON WHITE'S TIMONIUM CHRYSLER JEEP			
<b>Dealer Address</b>	10300 YORK ROAD				
<b>Dealer City</b>	COCKEYSVILLE	<b>Dealer State</b>	MD	<b>Dealer Zip</b>	21030
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BALTIMORE MD [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking cost assistance
Product - Fuel System - Fuel Tank - Defective - Default	customer states fuel tank needs replaced

Briefly summarize why the customer is contacting Chrysler:customer states he has had an intermittent issue with vehicle stalling while driving since about 20000 miles. He has had in dealership a few times and issue could not be duplicated, so could not resolve. Customer states at one point the valve body was replaced out of warranty, at dealer expense, but still did not resolve. He has at dealer now and was finally diagnosed as a fuel tank issue as only happens when tank filled right to top. The cost of the fuel tank is 1100.00 and the dealer offered him a 50% co-pay. Customer states he does not like that offer

Briefly summarize what the customer is expecting:customer is seeking better cost assistance

Agent contacted SA James and got some history. He states until now, the customer has never mentioned this issue only happened when tank filled to top. The customer stated he thought seemed like a transmission issue. When dealer could not duplicate, they thought replacing the valve body may help and they did that in November 2011 out of warranty at dealer expense. That was the last time the customer was in dealership until now. The Area Manager Dan Catlin came to dealer and inspected it and offered the 50% co-pay since the vehicle is far out of warranty. Agent advised customer of this information and advised that we will stand by our dealer and area manager s offer and cannot override it. Agent advised that no other assistance can be offered above the original offer. AM offered customer good will assistance to replace fuel tank. Total cost to replace fuel tank is \$1,072.29. AM offered 50/50 split on cost. Customer would be responsible for \$536.14 and Chrysler would cover \$536.15. Customer was not satisfied with offer. AM has withdrawn offer and has declined any further goodwill assistance. Customer called and stated that there has been a failure of communication between him and the AM. Customer states that he was never contacted from the AM Dan Catlin and did not state that he was not satisfied with the offer. Customer noted that he was under the impression that he would be able to get further assistance with Chrysler. Agent notified customer that writer will contact the dealership for further information. Agent spoke with the SM - Kevin Carroll who noted that he believes that the situation that had arise from the AM and the customer was

miscommunication. Kevin noted that he will put in an e-mail to request for assistance again through the Am and will contact the customer once an answer has been received.

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**Customer Assistance Inquiry Record (CAIR)#****23084992**

<b>VIN</b>	2C3LK63H1 6H [REDACTED]	<b>Open Date</b>	02/11/2013	<b>Built Date</b>	11/07/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	11/18/2005	<b>Mileage</b>	99,600	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

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

Product - Drivability - Unknown - Stalling - Default

stalling after filling up gas tank

Customer states that he just purchased this vehicle two weeks ago from a used car lot. Customer would not provided writer with his name or address. Customer was irate because writer could not provide him with technical information. Customer states that after he fills up the gas tank the vehicle will stall. Customer states that there should be a recall on this issue and wants to know why there is not. Writer advised that vehicle would need have a diagnostic completed at a dealership. Writer states that no one knows how to correct issue. Writer tried to explain how recalls are placed VIN s. Again customer became irate and questioned why writer needed to know where he purchased the vehicle and why the writer needed his name and address. Again writer tried to explain that if the vehicle was purchased at a Chrysler dealership the information would be submitted by the dealership. Customer would not provided information and states he does not know if he is going to keep the vehicle. Customer disconnected line.

Briefly summarize why the customer is contacting Chrysler: Caller not wanting to give out owner s information to update system. Caller wishes to voice complaint about the vehicle stalling after adding gas to gas tank no matter the amount of gas added. Caller looking for information pertaining to recalls and inquiring how many complaints and/or issues need to be address before a recall is generated. Caller also inquiring if there is a phone number in which he could submit a complaint.

Briefly summarize what the customer is expecting: Recall information Agent advised callers issue has been documented and will be review by Chrysler however agent cannot provide the information that the caller is inquiring and that caller has reached the complaint department.

**Customer Assistance Inquiry Record (CAIR)#** **23095888**

<b>VIN</b>	2C3LA63H3 6H [REDACTED]	<b>Open Date</b>	02/13/2013	<b>Built Date</b>	11/04/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	03/25/2006	<b>Mileage</b>	36,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68406	MAJOR CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	4401 NORTHERN BLVD				
<b>Dealer City</b>	LONG ISLAND CITY	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11101
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BRONX NY [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Fuel Tank - Other - Default	fuel tank
Referral - Service Contracts - Default - Default - Default	service contracts

Briefly summarize why the customer is contacting Chrysler: Customer stated that after filling the vehicle with fuel it stalls out.  
 Briefly summarize what the customer is expecting: Customer checking to see if a fuel tank replacement will be covered under his service contract, agent provided the customer with the number for service contract as requested by the customer.

**Customer Assistance Inquiry Record (CAIR)#** **23096878**

<b>VIN</b>	2C3LA63H0 6H [REDACTED]	<b>Open Date</b>	02/13/2013	<b>Built Date</b>	02/23/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/10/2006	<b>Mileage</b>	93,500	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	WAKE FOREST NC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default | Customer states the vehicle is randomly stalling and not starting.

Briefly summarize why the customer is contacting Chrysler: Customer states she just purchased the vehicle in December and is having an issue with the vehicle stalling and not starting. Customer states she would like know if there have been other complaints of this issue. Customer states they have not taken the vehicle to the dealership yet because she wanted to call and see if there were complaints on this issue. Customer states she has been looking this up online and found lots of people complaining to NHTSA about the same thing and states she is going to take this to the ABC news station and let this information go public.

Briefly summarize what the customer is expecting: Customer expecting information about the vehicle stalling.

Agent advised customer agent has not heard of any complaints of this issue. Agent offered to get customer in contact with a Chrysler dealership, customer declined.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23114550</b>
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<b>VIN</b>	2B3KA53H2	6H [REDACTED]	<b>Open Date</b>	02/18/2013	<b>Built Date</b>	09/27/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	11/19/2005	<b>Mileage</b>	64,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	44088	HUNTINGTON BEACH DODGE INC					
<b>Dealer Address</b>	16555 BEACH BOULEVARD						
<b>Dealer City</b>	HUNTINGTON BEACH			<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92647
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	GARDEN GROVE CA [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	customer states vehicle stalls while driving
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	decline
Corporate - Recall - Default - Default - Default	recall /warranties

Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle is stalling while driving. Customer has read online that it is likely a part in the gas tank that will cost a lot to fix. Customer has not been working with a Dodge dealer. CSR advised at this time no assistance can be offered. CSR advised that he could work with a Dodge dealership to see what concern he is experiencing. CSR advised him to retain all paperwork in case there is a recall or warranty extended to cover his VIN in the future. Customer understood.

Briefly summarize what the customer is expecting: Recall / warranty info

**Customer Assistance Inquiry Record (CAIR)#** **23128203**

<b>VIN</b>	2C3LK63H8 6H [REDACTED]	<b>Open Date</b>	02/21/2013	<b>Built Date</b>	03/17/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	04/29/2006	<b>Mileage</b>	44,800	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Dealer</b>	62012	TETERBORO CHRYSLER PLYMOUTH JEEP	EAGLE
<b>Dealer Address</b>	469 ROUTE 46		
<b>Dealer City</b>	LITTLE FERRY	<b>Dealer State</b>	NJ
		<b>Dealer Zip</b>	07643

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	POMPTON PLAINS NJ [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Buyback
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer states that he purchased his vehicle from (62012) on the 19th of January 2013. Customer states that this was his first vehicle purchase. Customer states that since purchase his vehicle has stalled a total of 10-12 times while driving. Customer states that the vehicle will start back up a few minutes later but just randomly shuts down. Customer brought it back to the dealership and spoke with Kristie from service. Customer states that Kristie treated him very good. Kristie had the customer speak with Paul Wilson the used car manager. Customer states that Paul was so extremely rude and customer started losing his patience but didn't lose control. Customer states that Paul was telling him repeatedly to be quiet and continuously stating I don't know what to do for you. Customer states that he had the worst customer experience while speaking with Paul.

Customer also states that he purchased a service contract on top of what the vehicle already had covered on it.

Customer states he loves the vehicle but can't get over the fact that it's this unreliable. Customer states that he wants to have this vehicle bought back to purchase a new Chrysler.

Customer is looking for a buyback. Customer states that he goes to school, works 2 jobs and can't have an unreliable vehicle like this one. Agent called over to the dealership (62012) and spoke with Kristie in service. Kristie said that the customer left before they could complete the diagnostic. Agent was not able to speak with Paul Wilson, he was not available.

Agent advised customer to get a diagnostic completed and call CAC back with the results. Once that process is complete we can see this information to be sent to case management.

\*\*\*\* Dealer Notification Sent \*\*\*\*

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? 62012

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: 861

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**Customer Assistance Inquiry Record (CAIR)#** **23140102**

<b>VIN</b>	2C3KA63H3	6H [REDACTED]	<b>Open Date</b>	02/26/2013	<b>Built Date</b>	10/03/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	03/27/2006	<b>Mileage</b>	62,014	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	44887	MOORE CHRY-DODGE-JEEP				
<b>Dealer Address</b>	1201 S. MAIN STREET					
<b>Dealer City</b>	HARTFORD		<b>Dealer State</b>	KY	<b>Dealer Zip</b>	42347
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	CENTERTOWN KY [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Vehicle stalls after fueling
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Car quits after fueling----- FEBRUARY 25, 2013  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 2-25-2013--2006 Chrysler 300C--Hemi Engine. Recently the car started to quit running after being filled up with gas. It will stop with-in 1/2 mile of the gas station. It stops running as if the key was turned off, not sputtering like it is out of gas. It will start right back up, sometimes it will happen the second time, but then not again until it is fueled up the next time. We have tried different grades of gas and different Fuel Stations, but with the same results. Moore Ford-Chrysler in Hartford, KY put it on the computer today and could not find anything.?????????????What are your suggestions on what we should do now?  
 \*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*

Dear Norman:  
 Thank you for contacting the Chrysler Customer Assistance Center. We are very sorry to hear about the issues that you are having with your vehicle. I would like to send this case up to the appropriate department for further review. A case manager will be contacting you back within one business day by telephone at the number provided and they will then work with you and the dealership in an attempt to resolve this concern. Thanks again for your email.  
 Sincerely,  
 Andrew  
 Customer Service Representative  
 Chrysler Customer Assistance Center  
 \*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44887  
 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District Y \*\*\*\*\*

Service Dealer: 44887  
Ownership: 2nd Owner  
Owned: 5  
New: 2  
Used: 3  
Currently owns: 3  
Service Contract: None  
Out of Warranty  
Time: 4 Years  
Miles: 26,014

Writer attempted to contact Service Manager at dealer 44887, left VM.  
Writer contacted Service Manager Lee at dealer 44887. SM stated they have not been able to duplicate the issue. Writer suggested leaving it for a longer period. SM suggested to have customer bring in the vehicle when he is ready to fill the tank up and have the technician drive with him.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer provided information that was discussed with Service Manager. Customer agreed and requested to make an appointment for him. Writer contacted dealer 44887. Writer did setup an appointment with technician on 3/5/13 at 8:00 AM. Writer contacted customer at [REDACTED]. Writer confirmed appointment. Status update provided via email to the following email address:

[REDACTED] t  
Hello 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. Chrysler case management telephone number 1-800-763-8422 My extension is 66142 My work hours are 8:00 AM - 4:30 PM Mountain Time Monday-Friday Case number- 23140102 I will contact you within one business day by telephone to review your case  
Thank you  
End of Status Update

Appointment is current 3/5/13 at 8:00 AM.  
Writer contacted Service Manager Lee at dealer 44887. SM stated technician is unavailable to get an update on the diagnosis. Writer attempted to contact Service Manager at dealer 44887, left VM. Status update provided via email to the following email address:

[REDACTED]  
Hello Mr. [REDACTED] this is [REDACTED] your Chrysler Case Manager. I have not been able to get a hold of the Service Manager at the dealership today so I will be in contact with you by tomorrow with an update. Thank you for your patience. Here is some information that will be helpful for you to have. Chrysler case management telephone number 1-800-763-8422 My extension is 66142 My work hours are 8:00 AM - 4:30 PM Mountain Time Monday-Friday Case number- 23140102 I will contact you within one business day by telephone to review your case  
Thank you  
End of Status Update

Writer contacted Service Manager Lee at dealer 44887. SM stated the technician did go out for a drive with the customer to fill up the tank and the vehicle did not stall. SM stated since they are not getting any codes they need to have him go in again when he is ready to fill up the tank to try to diagnose. Writer contacted customer at [REDACTED]. Writer confirmed information that was discussed with Service Manager. Writer suggested if they are not able to duplicate the issue again after filling up the tank, customer should have the vehicle towed once the vehicle turns off and have customer not try to turn on the vehicle. Writer will follow-up by 3/11/13.  
Writer contacted customer at [REDACTED]. Customer stated he did fill up the tank today and vehicle has not turned off or stalled. Writer informed

dealership to try to duplicate the issue. Customer accepted.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **23163210**

<b>VIN</b>	2D8GV7734 6H [REDACTED]	<b>Open Date</b>	03/04/2013	<b>Built Date</b>	11/09/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	12/02/2005	<b>Mileage</b>	77,700	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45405	NORTHWEST DODGE			
<b>Dealer Address</b>	19616 NORTHWEST FWY				
<b>Dealer City</b>	HOUSTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77065
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	HOUSTON TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	intermittent stalling during idle
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer has had vehicle in to dealer three or four times for stalling when idling - seems dealer cannot find code - customer needs to take vehicle to dealer when situation is present - Customer understands but wanted to document situation - survey by-pass form submitted

**Customer Assistance Inquiry Record (CAIR)#** **23164771**

<b>VIN</b>	2C3KA63H5 6H [REDACTED]	<b>Open Date</b>	03/04/2013	<b>Built Date</b>	10/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	12/12/2005	<b>Mileage</b>	63,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	43665	LEWIS CHRYSLER-DODGE INC			
<b>Dealer Address</b>	3311 NORTH COLLEGE AVENUE				
<b>Dealer City</b>	FAYETTEVILLE	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72703
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SPRINGDALE AR [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	vehicle stalls when full
Product - Engine - Unknown - Other - Default	vehicle stalls when the fuel tank is full

Writer verified the customer s information to be correct.  
 Briefly summarize why the customer is contacting Chrysler: Customer stated he took the vehicle to a couple of dealership they cannot locate the problem. Customer stated the vehicle was stalling only when the vehicle fuel tank had been filled. Customer stated once the vehicle is warm for 5 or ten minutes the vehicle is okay. Customer stated about one hour and a half ago the vehicle was taken to FAYETTEVILLE , the time before it was in Springdale. Customer has tried to experiment with filling it up with no results. Customer stated the dealership suggested there is nothing they can do as no codes show and the vehicle is not behaving as the customer suggested, the dealership suggested when the tank is fill bring it in so they can test it.  
 Briefly summarize what the customer is expecting: Customer would like to know if there are any ideas or thoughts.  
 Writer advised the customer there is no assistance available without a diagnosis, at this time the dealership is not able to locate the concern.  
 Writer advised the customer to follow the advise of the dealership.  
 Writer advised documentation would be on file.  
 Customer will do as the dealership asked.  
 \*\*\*\*\*CLOSED\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** **23168209**

<b>VIN</b>	2C3KA63H9	6H [REDACTED]	<b>Open Date</b>	03/05/2013	<b>Built Date</b>	05/31/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	12/18/2006	<b>Mileage</b>	62,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	42539	BILL BRYAN CHRYSLER DODGE JEEP INC				
<b>Dealer Address</b>	3401 U.S. HIGHWAY 441/27					
<b>Dealer City</b>	FRUITLAND PARK	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	34731	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	THE VILLAGES FL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine lamp flashing
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Escalation Matrix
Product - Engine - Unknown - Other - Default	Vehicle stalling when driving
Corporate - Survey By-Pass - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because of issues with vehicle, that is, check engine lamp flashing and vehicle stalling when driving.  
 Briefly summarize what the customer is expecting: Customer expects these issues to be resolved. The vehicle has been to the dealership (42539) before for these issues. Customer is expecting cost assistance also.  
 Agent telephoned the dealership (42539) who indicated they have not done a true diagnosis on the vehicle. Agent transferred the customer to the dealership to schedule an appointment to have a diagnosis completed.  
 Agent advised customer to telephone back once diagnosis completed. Agent gave customer case number.  
 Override required  
 Escalation Override approved by BA215.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23168447</b>
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<b>VIN</b>	2B3KA53H0 6H [REDACTED]	<b>Open Date</b>	03/05/2013	<b>Built Date</b>	05/16/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	08/11/2006	<b>Mileage</b>	32,600	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	59350	MOSS BROS. DODGE RIVERSIDE			
<b>Dealer Address</b>	8151 AUTO DRIVE				
<b>Dealer City</b>	RIVERSIDE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92504
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CORONA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Drivability - Unknown - Stalling - Default	Customers vehicle stalled while driving

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he had been turning into a parking lot and his vehicle lost all power and died completely. Customer stated that he was almost in a rear end collision but was able to start the vehicle and move it 100 ft and then it died again. Customer stated that this happened once before as well.

Briefly summarize what the customer is expecting: Customer is expecting to know if there are any recalls for this issue on his vehicle.

Agent advised customer that there are no incomplete recalls on his vehicle, agent advised customer that if he is seeking to find out what may causing the concern to take the vehicle into a dealership.

**Customer Assistance Inquiry Record (CAIR)#****23215884**

<b>VIN</b>	2C3KA63H9 6H [REDACTED]	<b>Open Date</b>	03/18/2013	<b>Built Date</b>	11/29/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	02/24/2006	<b>Mileage</b>	65,379	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	INGLEWOOD CA [REDACTED]			<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer has unresolved issue
Product - Engine - Unknown - Other - Default	Vehicle stalls

Briefly summarize why the customer is contacting Chrysler: Customer states since he purchased this vehicle it has been stalling on him while driving. Customer states he paid \$3000.00 to have the wire harness replaced last March and it still stalls. Customer states he has been back to the dealership and they still haven't fixed it. Agent advised the customer he needs to bring the vehicle back to the dealership. If the dealership can't resolve the issue to please call us back.

Briefly summarize what the customer is expecting: Customer has unresolved issue.

**Customer Assistance Inquiry Record (CAIR)#** **23220187**

<b>VIN</b>	2B3KA53H0 6H [REDACTED]	<b>Open Date</b>	03/19/2013	<b>Built Date</b>	03/24/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	03/23/2007	<b>Mileage</b>	35,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	NEW YORK NY [REDACTED]	<b>Country</b>	UNITED STATES

Dealer - By-Pass - Default - Default - Default	shutdown 8 times
Product - Drivability - Unknown - Stalling - Default	shutdown 8 times
Product - Unknown - Unknown - Accident - Default	vehicle shutdown on highway

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

2. What happened? Customer was driving on the highway about 70 mph. Customer s vehicle had shutdown. The last time the vehicle shutdown, customer had and accident. Customer was not hurt in the accident. Customer has taken the vehicle into dealer on several occasions for this issue. The dealer downplayed the situation, not taking the customer serious. Customer had close calls with the other situations. Customer has taken a video of one of the incidences. Customer took video of the vehicles passing him, behind him and of the dash to show the lights that were lit up. The electrical light, engine light, oil light and traction light.

3. What is the current location of the vehicle?  
\*\*\*\*  
Customer will call back with the location. Customer left the card in the vehicle and he is at work. Customer will call on his break  
\*\*\*\*

Provider Automotive  
Reassign to 82S  
Customer called in with the current location of the vehicle. The vehicle is located at 2615 Roberts Avenue, Bronx NY 10461.  
\*\*\*\*\*

03.20.13  
When was accident?  
Vehicle is NOT located at  
Morris Park Auto Center Inc  
2615 Roberts Avenue  
Bronx, NY 10461  
(718) 239-1700  
I need Location  
The customer is calling back to let us know that the place the vehicle is actually is called Provide Automotive at 2615 Roberts Ave, Bronx, NY 10461, with the phone number of [REDACTED]  
The Provide Automotive (Is located at West Chester Square)  
2615 Roberts Ave,  
Bronx, NY 10461  
With phone the correct phone number of [REDACTED]  
Please note that line 35 should say 'Provide Automotive Inc.' ( Which Is Located at West Chester Square)  
\*\*\*\*\*

03.25.13

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

VEHICLE LOCATED AT:

Bronx County Collision Inc

1460 East 222nd Street

Bronx, NY 10469

(718) 994-6700

vehicle stalled / accident occurred

Per OGC Matrix, reassigned to 82T. MG17

3/26/13 ASSIGNED TO TNT16. PAG

CAIR NUMBER 23220187 REQUEST EAA INSPECTION 03-26-2013 09:07

CAIR NUMBER 23220187 E-MAIL SENT TO EAA 03-26-2013 09:07

CCRG Open Date: 03/25/2013 12:20:12

Letter Sent: Acknowledgement 03/27/2013 09:42:43

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/01/13 AT 18:42:58 23220187

Letter Sent: Denial 05/06/2013

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23229676</b>
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<b>VIN</b>	2C3LA63H8 6H [REDACTED]	<b>Open Date</b>	03/21/2013	<b>Built Date</b>	06/22/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/29/2005	<b>Mileage</b>	71,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]
	CONYERS GA [REDACTED]			<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Caller states that vehicle stalls on them
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Caller states that his vehicle is having stalling issues. Caller states that that dealership performed various services to attempt to resolve the matter including tuneup, fuel injection cleaning and a PCM flash.  
 Briefly summarize what the customer is expecting:  
 Caller is seeking resolution to his matter.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Caller feels that their may be problem with the float valve may be the problem. Agent advised that no TSB show on the system for the fuel system. Agent advised caller to have dealer provide current diagnosis and contact us back to escalate for a case manager to provide technical intervention.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23241084</b>
<b>VIN</b>	2B3KA53H6	6H [REDACTED]	<b>Open Date</b>	03/25/2013	<b>Built Date</b>	09/20/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	11/30/2005	<b>Mileage</b>	55,600	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Dealer</b>	68394	HOFFMAN CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	171 S EDGEWOOD DR					
<b>Dealer City</b>	HAGERSTOWN			<b>Dealer State</b>	MD	<b>Dealer Zip</b> 21740
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	FX STATION VA [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer is seeking technical assistances
---------------------------------------------------------------	-------------------------------------------

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking assistances with getting information on her vehicle. Customer states that when she fills up her vehicle with gas and then turns it on it will stall a few times. Customer is seeking technical information on what to change in the vehicle. Agent advised customer that she does not have that information and can transfer customer over to a dodge dealership for more information. Customer states that she has the number and will call.

Briefly summarize what the customer is expecting: Customer is seeking information on her vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23242407</b>
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<b>VIN</b>	2C3LA63H2 6H [REDACTED]	<b>Open Date</b>	03/25/2013	<b>Built Date</b>	01/03/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	07/29/2006	<b>Mileage</b>	46,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68286	BAKER CHRYSLER JEEP DODGE INC.			
<b>Dealer Address</b>	1045 STATE RD				
<b>Dealer City</b>	PRINCETON	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08540
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SKILLMAN NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	Requesting recall information
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls after a full tank

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they would like to know if their vehicle has any recalls. Customer stated that their vehicle stalls after they fill the tank with gasoline.

Briefly summarize what the customer is expecting: Customer requesting recall information for their vehicle.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

**Customer Assistance Inquiry Record (CAIR)#****23251096**

<b>VIN</b>	2D8GV7733 6H [REDACTED]	<b>Open Date</b>	03/27/2013	<b>Built Date</b>	02/23/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	08/07/2006	<b>Mileage</b>	87,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

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

Referral - SRT Specialist - Default - Default - Default

Transferred customer to SRT

Customer called while at dealership. Customer did not state what he was there for he only gave me Cair#23938424.

Agent noticed his vehicle was an SRT so i transferred customer to an SRT agent.

Customer is requesting a rental. Vehicle is at the DLR. Customer states that the vehicle keeps stalling. CM MK885 denied rental at this point because vehicle is out of warranty by miles and years. CM was attempting to contact SM John. Phone disconnected.

CM contacted SM John, 26808, [REDACTED]. SM states that he will check for codes. The last 2 times in service there was no problem found and no codes. No diagnosis at this time. SM will inform the customer if he should bring vehicle back when he can arrange transportation.

Mr. [REDACTED] telephoned to speak with AL593. Call transferred to ext. 4720264.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23251678</b>
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<b>VIN</b>	2D8GZ572X 6H [REDACTED]	<b>Open Date</b>	03/27/2013	<b>Built Date</b>	04/14/2005
<b>Model Year</b>	2006	<b>Body</b>	LXEP49	DODGE MAGNUM R/T AWD	
<b>In Service Dt</b>	06/28/2006	<b>Mileage</b>	70,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	60198	TROIANO CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	435 S MAIN ST				
<b>Dealer City</b>	COLCHESTER	<b>Dealer State</b>	CT	<b>Dealer Zip</b>	06415
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	NAPLES FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	vehicle is stalling when filled with gas
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Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling and stating that he is having a issue with his vehicle stalling when he fills it up with gas .Customer is stating that he has brought the vehicle to the dealership and they were unable to diagnosis what is causing the problem . Agent looked for any known issues related to this problem and advised customer that we have no information on this issue .Agent advised customer that this problem will be documented under his vin .

Briefly summarize what the customer is expecting:  
 Customer is expecting information on issue .

**Customer Assistance Inquiry Record (CAIR)#****23262579**

<b>VIN</b>	2D8GV7736	6H	<b>Open Date</b>	03/30/2013	<b>Built Date</b>	03/20/2006
<b>Model Year</b>	2006	<b>Body</b>	LDX49	DODGE MAGNUM SRT8 RWD		
<b>In Service Dt</b>	02/15/2007	<b>Mileage</b>	50,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Owner</b>		<b>Contact Type</b>	ROADSIDE
<b>Address</b>		<b>Home Phone</b>	
	ROSEMEAD CA null	<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2013-03-30  
Road Side File Created 03-30-13 FOR SERVICE CONTRACT  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
S DEL MAR AVENUE 1305 S MOUNTAIN AVE  
SUNSET AVENUE  
SAN GABRIEL MONROVIA  
CA USA CA  
VEH STALLED WHILE DRIVING. WILL NOT START. ALFON  
DEALER CODE : 60553 SIERRA CHRYSLER DODGE JEEP RAM

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23295388</b>
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<b>VIN</b>	2B3KA53H2 6H [REDACTED]	<b>Open Date</b>	04/09/2013	<b>Built Date</b>	05/04/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD	
<b>In Service Dt</b>	06/20/2006	<b>Mileage</b>	44,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PR3	TORRED			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	23401	O'DANIEL MOTOR SALES INC			
<b>Dealer Address</b>	5611 ILLINOIS ROAD				
<b>Dealer City</b>	FORT WAYNE	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	46801
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	FORT WAYNE IN null	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Service Contracts - Towing - Default	
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Roadside Assistance Contacted - DATE : 2013-04-09  
 Road Side File Created 04-09-13 FOR SERVICE CONTRACT  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 10302 COLDWATER ROAD 5611 ILLINOIS RD  
 WOODLAND COURT  
 FORT WAYNE FORT WAYNE  
 IN USA IN  
 VEH IS STARTING AND STALLING// IN PLOT OF PIZZA HU  
 DEALER CODE : 23401 O DANIEL MOTOR SALES INC

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23299632</b>
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<b>VIN</b>	2C3KA73W8 6H [REDACTED]	<b>Open Date</b>	04/09/2013	<b>Built Date</b>	10/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	10/23/2006	<b>Mileage</b>	54,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	66929	MEADOR CHRYSLER-PLYMOUTH INC			
<b>Dealer Address</b>	2351 EAST INTERSTATE 20				
<b>Dealer City</b>	FORT WORTH	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76119
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	CORTLAND OH [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Survey By-Pass - No Diagnosis - Default - Default	No Diagnosis
Product - Wheels and Tires - Wheels - Flaking, Peeling, Blistering - Unknown	Rims are peeling
Product - Fuel System - Fuel Tank - Other - Default	Stalls when fills up tank.

Customer states that when he fills up his vehicle it stalls. Customer also states that the finish on his rims is peeling. Customer wants to know if there are any recalls and assistance. CM had to have vehicle purchase information faxed over so CAIR could be created.

Contact information phone# [REDACTED]

No other contact information.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. CM left message that fax had arrived and requested a callback.

CONTACT UPDATE - Contacted customer, phone number dialed, [REDACTED]. Customer needs to get vehicle diagnosed.

CM called customer back to inform that the computer has been updated with his information.

email address : [REDACTED]

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23304871</b>
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<b>VIN</b>	2B3KA53H0	6H [REDACTED]	<b>Open Date</b>	04/10/2013	<b>Built Date</b>	05/23/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	10/31/2006	<b>Mileage</b>	72,000	<b>Dealer Zone</b>	66	ORLANDO	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	44504	TRIANGLE DODGE INC					
<b>Dealer Address</b>	1666 JEFFERSON DAVIS HIGHWAY						
<b>Dealer City</b>	GRANITEVILLE			<b>Dealer State</b>	SC	<b>Dealer Zip</b>	29829
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	MARTINEZ GA [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Recall - Default - Default - Default	recall inquiry
Product - Drivability - Unknown - Stalling - Default	vehicle will stall after gas is put in vehicle

Briefly summarize why the customer is contacting Chrysler: Customer said whenever he fills up with gas the vehicle will stall. Customer said it will stall several times within 10 miles. Customer said when the vehicle was put in gear, it would not move. Customer wanted to know if there was a recall on the vehicle.

Briefly summarize what the customer is expecting: To find out if there was a recall.

Agent said there was not a recall and it was VIN specific. Agent said the vehicle would need to be taken to dealership. Agent offered to connect to a dealership, however customer declined.

**Customer Assistance Inquiry Record (CAIR)#** **23313183**

<b>VIN</b>	2C3LA63H9 6H [REDACTED]	<b>Open Date</b>	04/12/2013	<b>Built Date</b>	05/04/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	06/21/2005	<b>Mileage</b>	58,200	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	53808	COLISEUM MOTOR COMPANY			
<b>Dealer Address</b>	6101 EAST 2ND ST				
<b>Dealer City</b>	CASPER	<b>Dealer State</b>	WY	<b>Dealer Zip</b>	82609
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MURRIETA CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Unknown - Other - Default | Customer states after filling Vehicle with fuel it chugs and stalls

Briefly summarize why the customer is contacting Chrysler:Customer calling seeking information about why after vehicle if filled with fuel why it chugs and stalls. Agent advised customer he can not give any information since agent is not technically trained .Agent asked customer if he has brought the vehicle to a dealership to get diagnosed .Customer said no .Agent offered to get customer over to the dealership customer declined and stated he would call himself  
 Briefly summarize what the customer is expecting:Customer is expecting to get information about issues with his vehicle.

**Customer Assistance Inquiry Record (CAIR)#** **23350117**

<b>VIN</b>	2C3LA63H3 6H [REDACTED]	<b>Open Date</b>	04/22/2013	<b>Built Date</b>	04/15/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	08/11/2005	<b>Mileage</b>	54,783	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68238	LITTLE ROCK CHRYSLER-PLYMOUTH INC			
<b>Dealer Address</b>	5804 SOUTH UNIVERSITY				
<b>Dealer City</b>	LITTLE ROCK	<b>Dealer State</b>	AR	<b>Dealer Zip</b>	72219
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	CROSSETT AR [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Recall - Default - Default - Default	Recall information
Product - Unknown - Unknown - Stalling - Default	Vehicle stalls after filled with fuel
Corporate - Warranty Coverage - Default - Default - Default	Warranty information

Briefly summarize why the customer is contacting Chrysler: Customer states that there is no warning but after each time she fills up her gas tank the vehicle will stall.  
 Briefly summarize what the customer is expecting: Customer seeks recall and warranty information.  
 Agent advised customer that there is no warranty or recalls on this vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23357052</b>
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<b>VIN</b>	2C3LA63H4 6H [REDACTED]	<b>Open Date</b>	04/23/2013	<b>Built Date</b>	09/07/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	10/21/2005	<b>Mileage</b>	42,240	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	60026	BAKERSFIELD CHRYSLER JEEP			
<b>Dealer Address</b>	3101 CATTLE DRIVE				
<b>Dealer City</b>	BAKERSFIELD	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93313
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BAKERSFIELD CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Unknown - Other - Default	Hard to fill fuel tank
Product - Unknown - Unknown - Stalling - Default	Vehicle stalling

Briefly summarize why the customer is contacting Chrysler: Customer states that when he is filling his tank with fuel the fuel will stop going in without the tank being filled. Customer states that at times the fuel will spill back out of the tank. Customer states that at times after the tank has been filled it will stall a couple of times and then have no issues with the vehicle until the next fill up. Customer states that he has not been the dealership for diagnostic.

Briefly summarize what the customer is expecting: Customer seeks recall and warranty information.

Agent advised customer that there is no recall or warranty for this vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23376744</b>
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<b>VIN</b>	2C3LA63H1 6H [REDACTED]	<b>Open Date</b>	04/29/2013	<b>Built Date</b>	09/14/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	02/06/2006	<b>Mileage</b>	66,731	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	68161	ATLANTIC DODGE-CHRY-JEEP INC			
<b>Dealer Address</b>	2330-40 US 1 SOUTH				
<b>Dealer City</b>	ST AUGUSTINE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32086
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ST AUGUSTINE FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	stalling when gas tank is full
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Briefly summarize why the customer is contacting Chrysler:  
 Customer is calling and wanting to know if he has any recalls on his vehicle . Agent advised customer that there are no recalls issued to his vehicle at this time . Customer is stating that he has been having some issues with the vehicle wanting to stall and almost die when the gas tank is full. Agent advised customer that we are not technically trained and we do not have any technical assistance .Customer then ended call .

Briefly summarize what the customer is expecting:  
 Customer is expecting technical informaiton .

**Customer Assistance Inquiry Record (CAIR)#** **23381721**

<b>VIN</b>	2C3LA73W6 6H [REDACTED]	<b>Open Date</b>	04/30/2013	<b>Built Date</b>	05/10/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	03/19/2007	<b>Mileage</b>	49,920	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	44771	GRIFFIN DODGE			
<b>Dealer Address</b>	N83 W15474 APPLETON AVE				
<b>Dealer City</b>	MENOMONEE FALLS	<b>Dealer State</b>	WI	<b>Dealer Zip</b>	53051
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MILWAUKEE WI [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	cost assistance
Dealer - By-Pass - Default - Default - Default	fuel tank
Product - Fuel System - Fuel Tank - Other - Default	fuel tank

Briefly summarize why the customer is contacting Chrysler: Customer stated that after refueling the vehicle will stall, it recently stalled when turning a corner. The agent called the dealership and spoke with SA-Marcus who stated that the vehicle has been diagnosed as requiring a new fuel tank.

Briefly summarize what the customer is expecting: Customer seeking cost assistance. Agent advised that he should approach the SM at the dealership and inquire if he is able to offer him any discounts on the parts or labor as we are not able to assist from here.

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Part return requested by VSO for NHTSA investigation.  
Submitted Fastrack request and associated hazmat form.

**Customer Assistance Inquiry Record (CAIR)#** **23386067**

<b>VIN</b>	2C3LK63H5 6H [REDACTED]	<b>Open Date</b>	05/01/2013	<b>Built Date</b>	05/11/2006
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	06/30/2006	<b>Mileage</b>	83,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

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

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

Product - Drivability - Unknown - Stalling - Default vehicle stalls after refuelling

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his vehicle was stalling after refueling. Customer states that this issue only happens after the tank is filled over half.  
 Briefly summarize what the customer is expecting: Customer seeks to have the issue resolved.  
 Agent advised customer that he would need to go to the dealer to have a diagnosis performed. Agent spoke with SA peter about possibly attaching the event data recorder to store flashed codes. Agent was advised that he wasn't aware of the device however his SM may possibly know but he was unavailable today.

**Customer Assistance Inquiry Record (CAIR)#** **23389929**

<b>VIN</b>	2B3LA73W1 6H [REDACTED]	<b>Open Date</b>	05/02/2013	<b>Built Date</b>	01/13/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	04/08/2006	<b>Mileage</b>	120,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45215	SOUTH POINTE CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	9240 S. MEMORIAL DRIVE				
<b>Dealer City</b>	TULSA	<b>Dealer State</b>	OK	<b>Dealer Zip</b>	74133
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	TULSA OK [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - CNA Change - Default - Default - Default	updated cair customer and dealership in primary cair detail
Product - Drivability - Unknown - Stalling - Default	vehicle shuts down while driving

Briefly summarize why the customer is contacting Chrysler: customer Patty Tate called on behalf of her boss Louis Horton who was requesting an electrical technician s number to speak with about the intermittent issue. South Point dealership was unable to replicate issue/diagnose. Customer taking vehicle to be diagnosed at Chris Nikel today. Agent advised if intermittent issue could not be diagnosed to leave vehicle at dealership and request further action.

Briefly summarize what the customer is expecting: Diagnosis or further procedure through Chris Nikel dealership.

Assistant to owner advised that he wants the vehicle to be taken to Southpointe chrysler (918) 770-0986 and wants agent to speak to either Phillip or Cody.

Patty advised she spoke to James that advised he was going to call CHRIS NIKEL CHRYSLER but wants him to call Southpointe chrysler (918) 770-0986.

updated dealership back to Southpointe

Spoke to Cody - Vehicle in process of diagnosis to try to replicate.

Service advisor Cody has advised customer this may be a terminal issue with the vehicle at this point, has tried to avoid just 'throwing parts on' the vehicle to trial and error the solution.

**Customer Assistance Inquiry Record (CAIR)#****23401464**

<b>VIN</b>	2C3LK63H4	6H [REDACTED]	<b>Open Date</b>	05/06/2013	<b>Built Date</b>	04/17/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD		
<b>In Service Dt</b>	05/05/2005	<b>Mileage</b>	90,000	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

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

Corporate - CNA Change - Default - Default - Default	Changed dealer
Corporate - Recall - Default - Default - Default	Customer does not have any open recalls
Product - Drivability - Unknown - Stalling - Default	Vehicle is stalling

Briefly summarize why the customer is contacting Chrysler: Customer was calling in because her vehicle was stalling intermittently. Customer stated that there should be a recall for this vehicle. Customer stated that she had the vehicle at a IFR and they could not fix the problem. Writer transferred to the dealership ACTON CHRYSLER DODGE JEEP RAM and got Mike in service. Writer conferenced the customer and Mike together to try to solve the problem.

Briefly summarize what the customer is expecting: To get her vehicle fixed.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23403863</b>
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<b>VIN</b>	2B3KA53H9	6H [REDACTED]	<b>Open Date</b>	05/06/2013	<b>Built Date</b>	08/13/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD			
<b>In Service Dt</b>	10/07/2005	<b>Mileage</b>	41,000	<b>Dealer Zone</b>	71	LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT		<b>Market</b>	U	US	
<b>Dealer</b>	60188	CAPISTRANO CHRYSLER JEEP DODGE					
<b>Dealer Address</b>	33301 CAMINO CAPISTRANO						
<b>Dealer City</b>	SAN JUAN CAPISTRANO			<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92675
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	LAGUNA NIGUEL CA [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Engine - Unknown - Other - Default	Engine Stalls
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer calls in and states that his engine stalls after fuelling, writer checked customers recall info and ext warranty info. Advised no information is found, writer advised a dealership should look at it, customer states his IRF could find no proble. Writer advised the customer that we have no ino on this problem. Customer understood.  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative

**Customer Assistance Inquiry Record (CAIR)#****23407979**

<b>VIN</b>	2C3LK63H8 6H [REDACTED]	<b>Open Date</b>	05/07/2013	<b>Built Date</b>	11/25/2005
<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD	
<b>In Service Dt</b>	01/04/2006	<b>Mileage</b>	91,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	42904	OAK RIDGE CHRYSLER DODGE JEEP INC			
<b>Dealer Address</b>	1005 OAK RIDGE TURNPIKE				
<b>Dealer City</b>	OAK RIDGE	<b>Dealer State</b>	TN	<b>Dealer Zip</b>	37830
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BRISTOL TN [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Fuel Pump - Defective - Default	car stalls when filled with gas
Corporate - Dealer Information - Default - Default - Default	referred to Jim Cogdill dealership

Briefly summarize why the customer is contacting Chrysler: customer stated cannot fill car up, vehicle stalls, and issue has continued to persist. Dealership suggested don't top off the fuel tank. Agent asked customer dealership's solution to problem and it is an expansion replacement of the gas tank which will cost \$1000 dollars. Agent referred customer for second opinion as asked to Coghill dealership. Briefly summarize what the customer is expecting: different dealership information and complaint filed.

**Customer Assistance Inquiry Record (CAIR)#****23420442**

<b>VIN</b>	2C3KA63H8	6H [REDACTED]	<b>Open Date</b>	05/10/2013	<b>Built Date</b>	03/03/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	06/16/2006	<b>Mileage</b>	77,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	JENSEN BEACH FL [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated Phone
Product - Drivability - Unknown - Stalling - Default	customer says the vehicle is stalling in the middle of traffic
Corporate - Recall - Default - Default - Default	customer seeking to know if theres any recalls on his vehicle

Briefly summarize why the customer is contacting Chrysler: Customer is calling in to see if there are any recalls on his vehicle. Customer is experiencing an issue with the vehicle stalling in the middle of traffic.

Briefly summarize what the customer is expecting: Customer is expecting recall information

Customer states he goes to an IRF for service work.

Writer advised that there are no recalls on his vehicle at this time.

Writer offered to get the customer in to a Chrysler dealership to have the vehicle diagnosed but customer declined as he works with an independent facility. Customer will go to local dealerships to seek a trade in deal in the future.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23432027</b>
<b>VIN</b>	2C3KA63HX 6H [REDACTED]	<b>Open Date</b>	05/13/2013	<b>Built Date</b>	10/27/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	01/20/2006	<b>Mileage</b>	104,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	45100	DALLAS DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	11550 LBJ FWY					
<b>Dealer City</b>	DALLAS	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75238	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	NEDERLAND TX [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Unknown - Unknown - Stalling - Default	Vehicle is stalling
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Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle is stalling with out notice when she is traveling high speeds. Customer states that she had the engine replaced and the transmission replaced last year at an IRF. Customer states that she has not been to the dealership to have the vehicle diagnosed.

Briefly summarize what the customer is expecting: Customer seeks assistance with finding out what may be wrong with her vehicle.

Agent advised customer that there is no recall or warranty of this vehicle. Agent advised customer once the vehicle has been diagnoses and if the dealership is having issues with finding the issue with the vehicle then we can work with the dealership to help diagnose the vehicle.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23434927</b>
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<b>VIN</b>	2D8GV7730 6H [REDACTED]	<b>Open Date</b>	05/14/2013	<b>Built Date</b>	11/18/2005
<b>Model Year</b>	2006	<b>Body</b>	LXDX49	DODGE MAGNUM SRT8 RWD	
<b>In Service Dt</b>	04/18/2006	<b>Mileage</b>	62,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	41198	HADDAD DODGE			
<b>Dealer Address</b>	3000 HARRIS RD				
<b>Dealer City</b>	BAKERSFIELD	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	93384
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BAKERSFIELD CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Other - Default	stalling while driving
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer states vehicle stalls while driving, it has happened many times and dealer has been unable to diagnose the cause. Customer saw online other customers have the same concern. CM stated there s nothing in her database regarding this concern but she can schedule an appointment for the customer - possibly at another dealer for a 2nd opinion. Customer stated it hasn t happened in a couple of months, so he ll wait and see if it happens again. CM provided Bakersfield Chrysler, also an SRT dealer in the area in case the customer does decide to get a 2nd opinion. CM provided the CAIR number and invited the customer call to reopen the CAIR if he needs further assistance after diagnosis.  
 CLOSED LOOP UPDATE - no need for additional follow-up.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23436409</b>
<b>VIN</b>	2B3KA53H9 6H [REDACTED]	<b>Open Date</b>	05/14/2013	<b>Built Date</b>	11/30/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	11/18/2006	<b>Mileage</b>	103,000	<b>Dealer Zone</b>	71 LOS ANGELES	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PYH	TOP BANANA!				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	66451	SOUTH COUNTY CHRYSLER - JEEP -	DODGE			
<b>Dealer Address</b>	6600 CHESTNUT ST					
<b>Dealer City</b>	GILROY	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	95020	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	GILROY CA [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Engine - Unknown - Other - Default	Engine stalls intermittently
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 My 2006 Dodge Charger RT with the 5.7L engine stalls intermittently.  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 My 2006 Dodge Charger RT with the 5.7L engine stalls intermittently. This is especially true after filling the gas tank or on cold/cool mornings. This has only happened at low speeds below 35 mph. Forcing me to roll to a stop in traffic, put the car in park and re-start it, which it does. However, now at higher speeds (65mph) the engine will stutter momentarily. The rpm gage will show the engine at near zero and then jump back to normal shuddering the car. Searching the Dodge Charger websites I have learned this may be related to a vent on the top of the gas tank which fails. The fuel flow sensor on the engine detects this as over-pressure and turns the engine off for safety. I have spoke to my Dealer about this and they stated they are unaware of any issues. I have not been able to reproduce it in front of them, as I said it is an intermittent issue.

\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*  
 Dear [REDACTED]:  
 Thank you for contacting the Dodge Customer Assistance Center. To properly address your concern we require additional research. We are currently looking into your situation. We apologize for this inconvenience and will contact you when we have more information. Thanks again for your email.  
 Sincerely,  
 Kerri  
 Customer Service Representative  
 Dodge Customer Assistance Center  
 \*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

Agent will call dealer 66451 to determine service history for issue 1st contact attempt - dealer 66451 - SA Dave advised the last time the vehicle was at the dealership was in 2007 - SA stated customer has not been back to that dealership since.  
 Dear [REDACTED]:  
 Thank you for contacting the Dodge Customer Assistance Center. I appreciate your patience regarding this matter. After speaking with

South County Chrysler Jeep Dodge, they have advised that your vehicle has not been in for proper diagnosis of the issue. We would advise you to set up an appointment with the service department to allow them to diagnose the issue.

Once the vehicle has been properly diagnosed, if they are still unable to duplicate the issue, feel free to contact us back and we may be able to escalate the issue for technical intervention. However, we do require a diagnosis be completed before we can do so.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Dodge Customer Assistance Center

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

No diagnosis - Agent reassigning to JW969

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23437755</b>
<b>VIN</b>	2C3LA63H5 6H [REDACTED]	<b>Open Date</b>	05/14/2013	<b>Built Date</b>	04/06/2005	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	05/14/2005	<b>Mileage</b>	62,000	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	23170	BROWN'S JEEP CHRYSLER DODGE				
<b>Dealer Address</b>	483 ROUTE 112					
<b>Dealer City</b>	PATCHOGUE	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11772	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	DELRAY BEACH FL [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle shut off 3 times
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Briefly summarize why the customer is contacting Chrysler: Customer is seeking recall information for vehicles that shut off while driving and he has experienced the vehicle shutting down three times. Customer states after filling up with fuel and pulling out of the gas station the vehicle has stalled

Briefly summarize what the customer is expecting: Writer advised there are no current recalls and if his vehicle is subject to the recall he will receive a recall notice. Customer will take vehicle to the dealer as he thinks the dealer could get the recall done faster.

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>23440135</b>
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<b>VIN</b>	2C3KA63H9 6H [REDACTED]	<b>Open Date</b>	05/15/2013	<b>Built Date</b>	09/02/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	09/28/2005	<b>Mileage</b>	37,000	<b>Dealer Zone</b>	70
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	67858	MOORE CHRYSLER-JEEP INC			
<b>Dealer Address</b>	8600 W BELL RD				
<b>Dealer City</b>	PEORIA	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85382
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SURPRISE AZ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Unknown - Other - Default	vehicle stalls after filling up the vehicle.
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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:  
 Briefly summarize what the customer is expecting:  
 Customer states the vehicle after filling up the vehicle.  
 Customer states he heard on the news of chrysler having this problem.  
 Customer went to the dealership who stated they had no reports from chrysler of this problem.  
 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.  
 Agent advised to have the vehicle diagnosed.  
 Customer is going to check with the news to find out where they where getting there information  
 Customer does not want pay a diagnosis fee.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23442394</b>
<b>VIN</b>	2B3KA53H9	6H [REDACTED]	<b>Open Date</b>	05/15/2013	<b>Built Date</b>	05/16/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD		
<b>In Service Dt</b>	01/24/2007	<b>Mileage</b>	57,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	41423	MARTY CANCILA DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	2175 NORTH LINDBERGH BLVD					
<b>Dealer City</b>	FLORISSANT			<b>Dealer State</b>	MO	<b>Dealer Zip</b> 63033
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	SAINT LOUIS MO [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer seeks cost assistance
Product - Fuel System - Fuel Hoses and Lines - Leaks - Default	customer states that the vehicle sometimes stalls
Product - Steering - Linkage - Other - Default	gear shifter sticks in park

Briefly summarize why the customer is contacting Chrysler: Customer states that he has two issues. His gear shifter sticks in park. Additionally, the vehicle sometimes stalls. Dealer indicated that a canister would need replacing but it was estimated at \$2,000.

Briefly summarize what the customer is expecting: Writer reviewed info and informed that there were no recalls or extended warranties for these issues attached to this vehicle.

**Customer Assistance Inquiry Record (CAIR)#** **23443060**

<b>VIN</b>	2C3KA73W4 6H [REDACTED]	<b>Open Date</b>	05/16/2013	<b>Built Date</b>	04/21/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD	
<b>In Service Dt</b>	10/10/2006	<b>Mileage</b>	21,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	45149	STARLING CHRYSLER JEEP & DODGE			
<b>Dealer Address</b>	2611 EAST U.S. HIGHWAY 192				
<b>Dealer City</b>	KISSIMMEE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	34744
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SAINT CLOUD FL [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - CNA Change - Default - Default - Default	Added secondary contact number in COIN.
Product - Engine - Unknown - Other - Default	Vehicle stalls after filling up tank.
Product - Fuel System - Fuel Tank - Other - Default	Vehicle stalls after filling up tank. Not yet diagnosed.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	customer is not having vehicle diagnosed

Briefly summarize why the customer is contacting Chrysler:  
 Customer states that the vehicle stalled just after fueling the vehicle. The vehicle has stalled shortly after fuelling up on three separate occasions. Customer spoke to a nearby dealer, was advised that sometimes if you top off the fuel tank, the vehicle floods.  
 Customer states that Chrysler is aware of this recall, but Chrysler has not issued a recall. Customer has conducted research online and found that this is a common issue amongst SRTs. For some reason the gas tank, when it s full, it sucks the gas into the evaporator canister, and floods the vehicle.  
 Customer states that he is afraid for his family s safety because they have to travel down to Florida. Customer states that his vehicle concern has not yet been diagnosed.  
 Briefly summarize what the customer is expecting:  
 Customer seeks assistance with his stalling concern.  
 Agent advised customer that a diagnosis is needed in order to determine the nature of his concern.  
 Agent warm transferred customer to Transferred caller to SRT Case Manager DL933  
 CM received a call from customer [REDACTED], who indicated that his son and family are out of town in Pittsburg having intermittent problems stalling, customer is insistent that we assist him. Cm advised there are no guarantees, as the vehicle is OOW and no service contract, CM advised would need a diagnosis, and if determined a manufactured defect than case will be reviewed for goodwill. CM asked for Son s name and number customer indicated same name [REDACTED] and phone number is [REDACTED]. CM advised will contact son and see if he will be taking vehicle into the dealer where he is at or when he arrives home. CM again reiterated that we can t make any guarantees. CM thanked customer for his loyalty. Will need name of dealer customer taking vehicle too.  
 CM called Son [REDACTED] at [REDACTED], customer unavailable left a message.

(updating narrative late), Cm received call from [REDACTED] (son), who advised that he is out of town, and has intermittent stalling, and has read on the forums and in new papers about a known problem with the 2006 Chrysler 300, and the vapor canisters, and he states that his vehicle is not yet in a recall, but we should assist him with this problem, as we know about it. CM advised do not see a recall on this vehicle for that issue he is concerned about and he can take his vehicle in for diagnosis, and if deemed a manufactured defect or issue that is common for this vehicle, than we may consider reviewing for goodwill, customer become upset, and stated that were not going to assist if there s only a Service Bulletin, CM attempt to advised the customer we would need a diagnoses first before we can attempt to determine any type of assistance, customer stated he will not buy a product from us again, and he said that he s not having the vehicle diagnosed because he knows we will not pay for it. CM apologized and thanked customer. Closing cair, no diagnosis on vehicle.

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**Customer Assistance Inquiry Record (CAIR)#****23449268**

<b>VIN</b>	2C3KA63H4 6H [REDACTED]	<b>Open Date</b>	05/17/2013	<b>Built Date</b>	05/09/2006
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD	
<b>In Service Dt</b>	06/29/2006	<b>Mileage</b>	129,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Dealer</b>	26751	TELEGRAPH CHRYSLER JEEP, INC.			
<b>Dealer Address</b>	12000 TELEGRAPH ROAD				
<b>Dealer City</b>	TAYLOR	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48180
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BELLEVILLE MI [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Wipers / Washers - Other - Unknown	customer states comes on randomly
Product - Engine - Unknown - Other - Default	customer states intermittent stalling
Corporate - CNA Change - Default - Default - Default	customer updated contact information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states she has had issues with her vehicle for years intermittently. Customer states she starts car and hits gas nothing happens. Customer states she would be driving and hits the gas, stalls out and slow to engage. Customer states if she lets car warm up seems to happen less. Customer states wipers come on at random times and then stop. Agent advised customer there are no recalls on her vehicle. Agent asked if dealership has ever looked at these issues, customer states no because it s random. Agent offered to transfer customer to dealership for diagnosis. Customer declined stating she will wait to see if there is a recall as she has read about other people having the same issue. Agent advised customer if any recalls she will be notified. Agent advised customer to call back if any concerns.

Briefly summarize what the customer is expecting: Customer seeking recall information.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23449356</b>	
<b>VIN</b>	2C3KA63H5	6H [REDACTED]	<b>Open Date</b>	05/17/2013	<b>Built Date</b>	04/01/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD			
<b>In Service Dt</b>	04/29/2006	<b>Mileage</b>	100,000	<b>Dealer Zone</b>	51	CHICAGO	
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Dealer</b>	66952	CURRIE MOTORS OF FOREST PARK CO					
<b>Dealer Address</b>	8401 WEST ROOSEVELT ROAD						
<b>Dealer City</b>	FOREST PARK			<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60130
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	HALLSVILLE MO [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Fuel System - Unknown - Other - Default	Customer states after fueling the vehicle stalls
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Briefly summarize why the customer is contacting Chrysler: Customer is seeking recall information for stalling issues. Customer states for the last year the vehicle dies several times after refueling. Customer states the vehicle goes 800-1000 ft then it stalls while driving. Customer states he went to Joe Machens 45608 and was advised by the shop foreman he needs a new gas tank, canister, and purge valve for \$1500. Briefly summarize what the customer is expecting: Writer advised there are no current recalls and if the customer is subject to a recall a notice will be sent and at that time to contact dealer. 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)#** **23450564**

<b>VIN</b>	2C3LA63H4	6H [REDACTED]	<b>Open Date</b>	05/17/2013	<b>Built Date</b>	09/28/2005
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	12/21/2005	<b>Mileage</b>	88,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	65423	HOOVER CHRYSLER JEEP OF SAVANNAH,		INC.		
<b>Dealer Address</b>	8701 ABERCORN EXPRESSWAY					
<b>Dealer City</b>	SAVANNAH	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	31416	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	DARIEN GA	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light on
Product - Engine - Unknown - Other - Default	Vehicle stalling

Briefly summarize why the customer is contacting Chrysler: Customer calling stating their check engine light is on and their car just randomly stops. Customer has been to a dealership. Customer wants to know what s being done about this. Agent informed customer they didn t have any information as to whether or not Chrysler was looking into this.  
 Briefly summarize what the customer is expecting:

**Customer Assistance Inquiry Record (CAIR)#** **23462543**

<b>VIN</b>	2B3LA73W2 6H [REDACTED]	<b>Open Date</b>	05/21/2013	<b>Built Date</b>	03/09/2006
<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD	
<b>In Service Dt</b>	07/08/2006	<b>Mileage</b>	75,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT			
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE			
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
<b>Dealer</b>	59578	GLENDALE DODGE LLC			
<b>Dealer Address</b>	1101 S BRAND BLVD				
<b>Dealer City</b>	GLENDALE	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91204
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	SHERMAN OAKS CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	experiences staling various times
Corporate - Survey By-Pass - T2 Email - Default - Default	see CAIR 23467122

Briefly summarize why the customer is contacting Chrysler: Called in about his 2006 DODGE CHARGER SRT8.

Briefly summarize what the customer is expecting: Customer has had numerous problems with his 2006 DODGE CHARGER SRT8. He has been to dealerships numerous times in regards to this issue. Customer has had to flight recorders placed in his 2006 DODGE CHARGER SRT8 by two different dealerships. Customer has had a Star case on this issue. Customer states no one has been able to duplicate the issue and feels like his safety is at risk. Customer has emailed to us in CAIR #16662808. Customer states he has been working with Jeffery (JD1293) on this matter. Customer states that he has asked numerous times to have this matter escalated to his supervisor but has got no response. Agent advised customer that a request will be sent to Jeffery s (JD1293) supervisor for a call back. e-mails from customer asking for supervisor address plus e-mail from customer to [REDACTED] forwarded to LD

Spoke with customer about the issue with his vehicle stalling on the road and customer s concerns about the vehicle safety. Asked customer about availability for visit the dealership again for further diagnosis.

Advised customer that JD1293 will be following up with dealer to schedule appointment to reach out to AM to get and TA s assistance with diagnosis. Left voicemail with SM Jim asking for call back to set up appointment for customer when TA can be there - we will authorize a rental vehicle for the customer until vehicle is repaired.

\*\*\*\*\*TOP CARE: EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Executive referral is handling. please close case

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>23462575</b>
<b>VIN</b>	2C3KA63H1 6H [REDACTED]	<b>Open Date</b>	05/21/2013	<b>Built Date</b>	06/12/2006	
<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD		
<b>In Service Dt</b>	12/23/2006	<b>Mileage</b>	105,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	H	BRAMPTON ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Dealer</b>	26630	NALLEY ROSWELL CHRYSLER JEEP				
<b>Dealer Address</b>	11505 ALPHARETTA HWY					
<b>Dealer City</b>	ROSWELL	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30076	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	KENNESAW GA [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Fuel System - Unknown - Other - Default	Vehicle stalls when tank is full
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Briefly summarize why the customer is contacting Chrysler: The customer had called in and stated that he is having a problem with his vehicle. The customer states when he fills his vehicle with gas, the vehicle will get about 200 ft from the pump and it will stall. The customer states this only happens when he has a full tank of gas. The customer states if he puts in tank of gas it will not stall. The customer was inquiring about any other issues similar to his. The customer stated he had taken his vehicle to the dealership and they cannot find the problem.

Briefly summarize what the customer is expecting: Information on similar issues.

Agent had checked the service bulletins, the upcoming recalls to see if there was something there. Agent advised the customer there is nothing in the bulletins or recall similar to what is happening with his vehicle. Agent was checking dealer connect to try and find something, the call had dropped. Agent had called the customer back, it went to voice mail did not leave message.

**Customer Promoter Score Report****6H10472907**

<b>VIN</b>	2C3KA63H76H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	04/06/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	06/14/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	23884	FRANK PARRA CHRYSLER JEEP DODG			<b>Dealer Zone</b>	63
<b>Dealer Address</b>	700 E AIRPORT FWY				<b>Dealer Phone(s)</b>	972 721-4300
<b>City/State/ZIP</b>	IRVING, TX, 75062-4805				<b>Dealer Fax</b>	972 721-4558

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

They wanted me to change the transmission and the differential oil at 30,000. Everything is running fine. I told them I didn't think that was necessary but I did what they wanted to do. I have had problems ever since they changed it. They can't find it. It don't do it all the time but they can't find it. What it does, you get in the morning, start to leave. It locks down. It is not the engine. It is the transmission. It is locked down. Then it will turn loose. You can't get it to do it anymore, all that day. The next morning you feel it. They said, leave it overnight. They would check it with a mechanic. They did and it didn't do nothing. They said there was nothing wrong with it. Tony Johnson is a real good guy and he tries his best. To me I wouldn't sell this car to anybody because it is not right. I have got to tell them in person. So I only got 30,000 on it. My wife started driving my Dodge pick up. So she is putting miles on it. She is scared of the car. I bought it for her. I have a Chevrolet pick up that I work in. She drives the Dodge. This car usually... on 'vor hog.'

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 04 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

Z13 : Any mention of dealership Service experience After SALE

You wouldn't buy one like that. I think Frank Var ought to do something about it. Tony is willing to work on it. When they get it they can't get it to do anything but it has sat all night. You feel it. It is just like it is locked down. When it breaks loose it is okay. Twice it killed the engine. That is how much it holds it down. It is worse at time and other times it is not so bad. You can always feel a little of it. It is okay the rest of the day. You can park 20 times the rest of the day and it wouldn't do it anymore. It will do it when I... To me I thought that was silly for draining the grease when they will go further than that. Another thing I found out that the 300 doesn't have an oil stick for the transmission. If I had known that I would have never bought the car. Now you got 16 spark plugs in it. The car is okay. I mean if it wasn't for all that I could live with it. You asked me how happy I am with it, I am telling you. I hope you all are recording this. I can't force you all to do anything. I can tell you that I wouldn't buy another one.

Q3 Please rate your satisfaction with your experience at FRANK PARRA CHRYSLER JEEP DODG on a scale of 0 to 10.

Score: 08 (Neutral)

Q8 Have you been back for service to FRANK PARRA CHRYSLER JEEP DODG in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

SURVEY COMPLETED 2010-06-16 18:36:04, CUSTOMER ID:704691342, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H11089608**

<b>VIN</b>	2C3LA63H66H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	04/15/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	05/30/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	43389	EARNHARDT CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	1301 NORTH ARIZONA AVENUE				<b>Dealer Phone(s)</b>	480 926-4000
<b>City/State/ZIP</b>	GILBERT, AZ, 85233				<b>Dealer Fax</b>	480 497-3915

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 05 (Detractor)

T26 : Transmission quality/wears out too quickly/replaced too soon

I98 : Looks/sounds/feels cheap- Interior Appearance -- Poor Quality

X13 : Front Doors-Handle/Latch Broken/NW

I spent a lot of money on this car new at \$42K. I was very disappointed when 3 of my door handles broke. Chrysler would not replace them. In case of an emergency this could have become an issue. Parts on the inside are cheaply made. The electric part to move my chair forwards and back wards broke. The visor snap broke. 3 of my seat belt buckle broke off. After one year of ownership my AC leaked. The trunk hydrolic arms broke. The trunk lid landed on my head. My power train module unit was just replaced. I almost got into an accident with the vehicle lost power in an intersection while traffic is moving. Let's just say that I have had many replaced parts and mechanical issues with a car that is now 6 years old. Driven almost everyday and is a low mileage that just turned 80K miles. I feel like I bought a lemon for \$42K. Not happy with what I bought. I should have bought a BMW. I can't believe how cheaply this car was made. \$42k you expect a nice car to remain nice and not have so many issues.

Q3 Please rate your satisfaction with your experience at EARNHARDT CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-05-31 08:50:14, CUSTOMER ID:164141738, RO:00090201, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H11248107**

<b>VIN</b>	2C3KA63H46H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	05/02/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PP4	SATIN JADE PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	10/20/2009	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	60262	STATELINE CHRYSLER JEEP DODGE,			<b>Dealer Zone</b>	66
<b>Dealer Address</b>	800 GOLD HILL RD				<b>Dealer Phone(s)</b>	803 396-1000
<b>City/State/ZIP</b>	FORT MILL, SC, 29708-8979				<b>Dealer Fax</b>	803 396-8293

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

011 : Poor service experience

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Host of problems that are still not fixed since I bought the car. Express window does not work correctly after 6 visits to the dealership. Car continues to intermittently stall (or just turn off) for no reason and the dealership has still not resolved the issue. Overall poor quality control and nagging issues which go unresolved.

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 05 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

F25 : Side Window-Broken/NW

P20 : Perception of quality/dependability/reliability/trust/workmanship  
for the reasons I just stated... nagging issues which go unresolved

Q3 Please rate your satisfaction with your experience at STATELINE CHRYSLER JEEP DODGE, on a scale of 0 to 10.

Score: 05 (Detractor)

023 : Vehicle not fixed first visit

Unresolved issues

Q8 Have you been back for service to STATELINE CHRYSLER JEEP DODGE, in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

006 : Other makes have outstanding/better reputations

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2009-10-21 12:44:06, CUSTOMER ID:090260198, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

**Customer Promoter Score Report****6H11287008**

<b>VIN</b>	2C3LA63H96H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	04/13/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	11/29/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	42081	CROWN DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	6300 KING				<b>Dealer Phone(s)</b>	805 656-6669
<b>City/State/ZIP</b>	VENTURA, CA, 93003-7291				<b>Dealer Fax</b>	805 644-9411

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 05 (Detractor)

E96 : Fuel tank capacity causes frequent gas fill-ups (not enough range)

keep having problems had to replace fuel filters twice I've only had the car 2 years bought it used from carmax. Recently it cut off or died for a better word at a stop light don't know what's wrong with it now

Q3 Please rate your satisfaction with your experience at CROWN DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-12-02 21:55:52, CUSTOMER ID:709324123, RO:00565347, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H13622208**

<b>VIN</b>	2B3KA53H26H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	05/20/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	06/19/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	43416	BOB BRADY DODGE CHRYSLER			<b>Dealer Zone</b>	51
<b>Dealer Address</b>	4025 E BOYD RD		<b>Dealer Phone(s)</b>	217 877-3805	217 876-3800	
<b>City/State/ZIP</b>	DECATUR, IL, 62521-6100			<b>Dealer Fax</b>	217 876-3801	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 08 (Neutral)

P23 : Unspecified noise/squeak/rattles/sounds

E20 : Engine Runs, Then Dies/Stalls

Q3 Please rate your satisfaction with your experience at BOB BRADY DODGE CHRYSLER on a scale of 0 to 10.

Score: 02 (Detractor)

017 : Quality of service work performed

007 : Price/cost

009 : Didn't explain features / poor knowledge of product

I am 76 years old so I have been around for awhile and \$450 for spark plugs is completely nuts!

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-06-25 16:54:13, CUSTOMER ID:006312466, RO:00035087, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H15864107**

<b>VIN</b>	2C3KA63HX6H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	05/24/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	11/17/2009	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	59577	LARSON CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	2001 N MERIDIAN				<b>Dealer Phone(s)</b>	253 845-1725
<b>City/State/ZIP</b>	PUYALLUP, WA, 98371-3303				<b>Dealer Fax</b>	253 845-1945

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 01 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

We have had nothing but trouble with the car since the day we drove it off the lot...and Puyallup Chrysler was no help. Through the help of a friend who told us to take it to Bremerton Chrysler - they at least solved the original problem...of the car just dying as you drove it down the road. Puyallup said there was no problem...drove it several hundred miles and even was rear-ended when they drove it! Gave it back to us and said nothing is wrong with it. We took it to Bremerton and they found a problem in the way the computer was reading the throttle. Fixed it and it drove like a charm for a while. Then another light came on....

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 01 (Detractor)

P24 : Unspecified electrical/wiring problem

E20 : Engine Runs, Then Dies/Stalls

See the previous answer

Q3 Please rate your satisfaction with your experience at LARSON CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

At the time we bought the car we bought it from Puyallup Chrysler...they were awful...the salesman was ok but the service dept was really bad! I do not know about Larson Dodge

Q8 Have you been back for service to LARSON CHRYSLER JEEP DODGE in the last X months?

NO

006 : Quality of work

007 : Inability to diagnose problems

008 : Bad past experience with dealer

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2009-11-17 21:09:32, CUSTOMER ID:703107707, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

**Customer Promoter Score Report****6H16509108**

<b>VIN</b>	2C3KK63H76H	<b>Model Year</b>	2006	<b>Body</b>	LXFS48	CHRYSLER 300C AWD
<b>Built Date</b>	10/22/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	04/17/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	68650	I G BURTON CHRYSLER	<b>Dealer Zone</b>	35		
<b>Dealer Address</b>	605 BAY ROAD			<b>Dealer Phone(s)</b>	302 424-3041	
<b>City/State/ZIP</b>	MILFORD, DE, 19963			<b>Dealer Fax</b>		

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

012 : Negative/rude treatment by dealer's service employees

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

Fuel tank vapour/ liquid valve failure is unheard of and should be a Chrysler recall item. Also all dealers should be advised of this problem so as to spot it quickly. (car stalls after filling it with fuel).

Q2 Please rate your satisfaction with your 300C AWD on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at I G BURTON CHRYSLER on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-04-23 13:29:16, CUSTOMER ID:074309604, RO:00651792, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H17340308**

<b>VIN</b>	2B3KA53H46H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	06/26/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	02/06/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	60263	MANFREDI CHRYSLER JEEP & DODGE			<b>Dealer Zone</b>	32
<b>Dealer Address</b>	1239 HYLAN BLVD				<b>Dealer Phone(s)</b>	718 667-8989
<b>City/State/ZIP</b>	STATEN ISLAND, NY, 10305-1901				<b>Dealer Fax</b>	718 442-3445

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at MANFREDI CHRYSLER JEEP & DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

017 : Quality of service work performed

i took my car in to get the ac fixed it needed a blend box they fixed that part after i got my car back it would stall while driving at 1-75 mph stall while at a light. some time it would go to stall out and just buck while driving. i took the car back and they said it was the trans module payed to have that changed. guess what that was not it brought the car back 4 or 5 time each time i got a bull story of what it was last time they think its the computer buy not sure what is. each time i left it ther i said to keep it till its fixed right and to give me a car to use they told me they could get me a good deal on a rental. i told them had my car 7 yrs and 100000 miles never did it stall.they did nothing to help me with my car.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-02-13 18:02:04, CUSTOMER ID:705047793, RO:00015935, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H19141408**

<b>VIN</b>	2B3KA53H06H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	09/02/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	09/20/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	44198	GREENBRIER DODGE OF CHESAPEAKE			<b>Dealer Zone</b>	35
<b>Dealer Address</b>	1717 S MILITARY HWY				<b>Dealer Phone(s)</b>	757 420-2800
<b>City/State/ZIP</b>	CHESAPEAKE, VA, 23320-2611				<b>Dealer Fax</b>	757 420-6921

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 00 (Detractor)

992 : Safety/Legal

E20 : Engine Runs, Then Dies/Stalls

D32 : Vehicle Vibrates Excessively-While Driving

Z13 : Any mention of dealership Service experience After SALE

I am having a problem with the car, it is hesitating terribly bad when the fan is turned on. I have been to the service dept at my dealership, and the problem has yet to be resolved. The dealership's customer service is not what it has been in the 20 years I have been going there. No one seems to care about the problem, and I don't think that I will be purchasing any other Chrysler products if this is a reflection on how I am going to be treated in the future

Q3 Please rate your satisfaction with your experience at GREENBRIER DODGE OF CHESAPEAKE on a scale of 0 to 10.

Score: 00 (Detractor)

025 : Could not duplicate problem / condition

007 : Price/cost

I have a serious issue with my Dodge Charger and I took it there to have the problem diagnosed. They have failed to diagnose the issue, and all they seem to care about is that I pay 99.00 per hour to find the problem. They are no longer the customer friendly dealership that they used to be. I have lost alot of respect for them, and I am extremely upset with the recent interactions with them

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-09-23 19:10:05, CUSTOMER ID:011980021, RO:00375452, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H19527707**

<b>VIN</b>	2B3KA53H36H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	08/17/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PVE	GO MANGO!				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	04/23/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	41458	SOUTH COUNTY DODGE CHRYSLER JE			<b>Dealer Zone</b>	51
<b>Dealer Address</b>	7127 S LINDBERGH BLVD				<b>Dealer Phone(s)</b>	314 487-1010
<b>City/State/ZIP</b>	ST. LOUIS, MO, 63125-4305				<b>Dealer Fax</b>	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

992 : Safety/Legal

007 : Negative experience / problems with CURRENT vehicle

Here is my response to Sharon Robbins at South County Dodge in regards to service survey. This should give you an idea of why. I never received a response from her and I am sure I won't from you neither. I would never recommend South County Dodge to anyone whether it be to purchase a vehicle or to go to the service department. I would also never recommend a Chrysler brand to anyone not even my enemy. I have never been so unhappy with a vehicle or with the service I have received as I am with South County Dodge. About a year after I purchased the Dodge Charger it would die on the highway for no apparent reason and I would keep taking it in and after about the 4th time I was told that it was the gas tank and it was switched out. I feel this was just an out to get me to shut up and say yes we finally fixed the problem. Shortly after that happened I kept smelling a chemical smell coming out of the vents when the air was on and sometimes the air would stop working all together. Again the service department would tell me that they couldn't find anything wrong with it and I am just smelling the window washer fluid so a year later when the air stops working completely I take it to a neighborhood mechanic and I am told that if I still have a warranty on the car that I should take it to the dealer because it has a broken evaporator coil and it is going to be expensive to fix. I was also told by the neighborhood mechanic that this had been broken for quite a while because there was no freon left and if I was smelling a chemical smell it was the freon leaking on to parts under the hood. Luckily I purchased the extended warranty, I must of known that I would need it and called my TRUSTY DODGE DEALER! I brought the Charger in and told the gentlemen that was checking me in what I was bringing the Charger in for. He had the nerve to tell me that he doubts that is what is going on because he has never seen that happen on any other Chargers and that freon doesn't smell so I am probably smelling mold which has been a problem. Oh so lets see it is so much better to be smelling mold from a fairly new car that cost \$40,000 and guess what now the gentlemen who checked me in can see his first broken evaporator coil on a Charger. This is just been a few big things that have happened I haven't even gone in to the problems that I ha

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 00 (Detractor)

P22 : Deal/price paid for vehicle, or resale/trade-in/residual value

E36 : Other Engine

H25 : Air From Vents Smells Moldy/Stale

This should tell you why! I would never recommend South County Dodge to anyone whether it be to purchase a vehicle or to go to the service department. I would also never recommend a Chrysler brand to anyone not even my enemy. I have never been so unhappy with a vehicle or with the service I have received as I am with South County Dodge. About a year after I purchased the Dodge Charger it would die on the highway for no apparent reason and I would keep taking it in and after about the 4th time I was told that it was the gas tank and it was switched out. I feel this was just an out to get me to shut up and say yes we finally fixed the problem. Shortly after that happened I kept smelling a chemical smell coming out of the vents when the air was on and sometimes the air would stop working all together. Again the service department would tell me that they couldn't find anything wrong with it and I am just smelling the window washer fluid so a year later when the air stops working completely I take it to a neighborhood mechanic and I am told that if I still have a warranty on the car that I should take it to the dealer because it has a broken evaporator coil and it is going to be expensive to fix. I was also told by the neighborhood mechanic that this had been broken for quite a while because there was no freon left and if I was smelling a chemical smell it was the freon leaking on to parts under the hood. Luckily I purchased the extended warranty, I must of known that I would need it and called my TRUSTY DODGE DEALER! I brought the Charger

in and told the gentlemen that was checking me in what I was bringing the Charger in for. He had the nerve to tell me that he doubts that is what is going on because he has never seen that happen on any other Chargers and that freon doesn't smell so I am probably smelling mold which has been a problem. Oh so lets see it is so much better to be smelling mold from a fairly new car that cost \$40,000 and guess what now the gentlemen who checked me in can see his first broken evaporator coil on a Charger. This is just been a few big things that have happened I haven't even gone in to the problems that I have had with the paint, brakes, foot peddle, tires, CD player, and seat. I don't even drive the car anymore because of all the issues and I just didn't feel safe in it. My husband

Q3 Please rate your satisfaction with your experience at SOUTH COUNTY DODGE CHRYSLER JE on a scale of 0 to 10.

Score: 00 (Detractor)

995 : Will never buy there again

017 : Quality of service work performed

Hopefully you can get the picture. I would never recommend South County Dodge to anyone whether it be to purchase a vehicle or to go to the service department. I would also never recommend a Chrysler brand to anyone not even my enemy. I have never been so unhappy with a vehicle or with the service I have received as I am with South County Dodge. About a year after I purchased the Dodge Charger it would die on the highway for no apparent reason and I would keep taking it in and after about the 4th time I was told that it was the gas tank and it was switched out. I feel this was just an out to get me to shut up and say yes we finally fixed the problem. Shortly after that happened I kept smelling a chemical smell coming out of the vents when the air was on and sometimes the air would stop working all together. Again the service department would tell me that they couldn't find anything wrong with it and I am just smelling the window washer fluid so a year later when the air stops working completely I take it to a neighborhood mechanic and I am told that if I still have a warranty on the car that I should take it to the dealer because it has a broken evaporator coil and it is going to be expensive to fix. I was also told by the neighborhood mechanic that this had been broken for quite a while because there was no freon left and if I was smelling a chemical smell it was the freon leaking on to parts under the hood. Luckily I purchased the extended warranty, I must of known that I would need it and called my TRUSTY DODGE DEALER! I brought the Charger in and told the gentlemen that was checking me in what I was bringing the Charger in for. He had the nerve to tell me that he doubts that is what is going on because he has never seen that happen on any other Chargers and that freon doesn't smell so I am probably smelling mold which has been a problem. Oh so lets see it is so much better to be smelling mold from a fairly new car that cost \$40,000 and guess what now the gentlemen who checked me in can see his first broken evaporator coil on a Charger. This is just been a few big things that have happened I haven't even gone in to the problems that I have had with the paint, brakes, foot peddle, tires, CD player, and seat. I don't even drive the car anymore because of all the issues and I just didn't feel safe in it. M

Q8 Have you been back for service to SOUTH COUNTY DODGE CHRYSLER JE in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2010-04-26 14:30:14, CUSTOMER ID:704083392, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

**Customer Promoter Score Report****6H23231408**

<b>VIN</b>	2C3KA63H46H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	08/16/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	12/18/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	68487	TITUSVILLE CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	66
<b>Dealer Address</b>	5600 SOUTH US 1				<b>Dealer Phone(s)</b>	321 268-8970
<b>City/State/ZIP</b>	TITUSVILLE, FL, 32780				<b>Dealer Fax</b>	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 05 (Detractor)

992 : Safety/Legal

has been to dealer twice for same problem ,have spent almost \$1500.00 and still have stalling .it will quit going down the road and turning across intersection in on coming traffic. it is a hazard to be on road like that.

Q3 Please rate your satisfaction with your experience at TITUSVILLE CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-12-19 14:31:04, CUSTOMER ID:122252615, RO:00155695, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H24689609**

<b>VIN</b>	2C3LA63H66H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	09/02/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	08/22/2012	<b>Mileage</b>	0	<b>Event</b>	009	Second+ Warranty Event
<b>Dealer</b>	42346	BOB WILLIAMS D-C-P-J			<b>Dealer Zone</b>	66
<b>Dealer Address</b>	2500 NEW CALHOUN RD N E		<b>Dealer Phone(s)</b>	706 232-7793	706 291-0339	
<b>City/State/ZIP</b>	ROME, GA, 30161-9698			<b>Dealer Fax</b>	706 232-4419	

- Q1 How willing are you to recommend CHRYSLER to a friend or colleague?  
 Score: 02 (Detractor)  
 992 : Safety/Legal  
 007 : Negative experience / problems with CURRENT vehicle  
 This car is shutting down when we are driving it and the problem has not been solved and someone is going to get killed because the engine shuts down
- Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.  
 Score: 02 (Detractor)  
 992 : Safety/Legal  
 E20 : Engine Runs, Then Dies/Stalls  
 I have loved my 300C until it stated shutting down..and it only has 40K miles on it and has been well maintained..this car is a danger to the driving public
- Q3 Please rate your satisfaction with your experience at BOB WILLIAMS D-C-P-J on a scale of 0 to 10.  
 Score: 07 (Neutral)
- Q14 Do you want Chrysler to contact you?  
 Question Not Asked

SURVEY COMPLETED 2012-08-22 22:01:25, CUSTOMER ID:065771602, RO:00028231, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H24751808**

<b>VIN</b>	2B3KA53H86H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	09/01/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	11/15/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	62301	DEACON'S CHRYSLER JEEP			<b>Dealer Zone</b>	42
<b>Dealer Address</b>	835 SOM CENTER RD				<b>Dealer Phone(s)</b>	440 442-0424
<b>City/State/ZIP</b>	MAYFIELD VILLAGE, OH, 44143-3524				<b>Dealer Fax</b>	440 446-1606

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 05 (Detractor)

992 : Safety/Legal

E20 : Engine Runs, Then Dies/Stalls

X64 : Quality of paint- chips/scratches too easily- not specific to delivery

X99 : Other Exterior

D50 : Suspension Concern

Early on we had paint issues with the dealer, we have had a problem where at hiway speed all system's shutdown.Went to our local dealer and was told this could not happen.A ticking noise from the engine that is very notisable at idle,dealer can't or won't diagnoice.It seam's that the service network is somewhat hot or miss ,some good ,some not.Deacon's is not our local dealer but not too far out of the way.Our local dealer has not been a good experance.

Q3 Please rate your satisfaction with your experience at DEACON'S CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

023 : Vehicle not fixed first visit

993 : Informational

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-11-16 18:01:48, CUSTOMER ID:063538440, RO:00232992, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H24755807**

<b>VIN</b>	2B3KA53H96H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	09/08/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PVE	GO MANGO!				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	02/16/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	44510	LARRY MILLER DODGE INC			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	8665 W BELL ROAD		<b>Dealer Phone(s)</b>	623 815-2200	623 815-2260	
<b>City/State/ZIP</b>	PEORIA, AZ, 85382			<b>Dealer Fax</b>	623 815-2298	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at LARRY MILLER DODGE INC on a scale of 0 to 10.

Score: 05 (Detractor)

023 : Vehicle not fixed first visit  
could not solve stalling problem.

Q8 Have you been back for service to LARRY MILLER DODGE INC in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

05 - Definitely Will only

SURVEY COMPLETED 2010-02-20 11:53:45, CUSTOMER ID:016181426, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

**Customer Promoter Score Report****6H24821107**

<b>VIN</b>	2C3LA63H26H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	09/09/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	02/16/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	42283	LOU FUSZ CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	51
<b>Dealer Address</b>	3480 HIGHWAY K				<b>Dealer Phone(s)</b>	314 966-0630
<b>City/State/ZIP</b>	O FALLON, MO, 63368-8138				<b>Dealer Fax</b>	636 442-8199

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

996 : Other

You moved the local Truck factory to Mexico. I have a real issue with companies that move out of the country for cost cutting reasons, especially since they were giving LARGE tax incentives to begin with.

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at LOU FUSZ CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

005 : Lack of communication

I have NOTHING Possitive to say about this dealership. MY 300C, was taken in for service, the service writer and the Service Manager both refused to talk to me about my car. They would only discuss my cars issues with my husband. They would not listen to me, and flat out stated they would only talk to my husband. I was supposedly hearing noises that were not there concerning my brake pedal, and a sloppy brake pedal was normal(they later found a bad spring), I also was having issues with my car stalling after it was filled with gas. Since then, we have had the gas tank replaced (a bad valve in the gas tank). I was beyond angry when I was told I don't know my own car, and that they really just wanted to talk to my husband. I rebuilt my first engine when I was 16, I was and am not stupid when it comes to cars. I have told as many people as I can DO NOT USE THIS DEALERSHIP!

Q8 Have you been back for service to LOU FUSZ CHRYSLER JEEP DODGE in the last X months?

NO

012 : Dealership personnel unfriendly / not helpful

014 : Dealership personnel untrustworthy / dishonest

006 : Quality of work

007 : Inability to diagnose problems

008 : Bad past experience with dealer

SURVEY COMPLETED 2010-02-16 20:10:59, CUSTOMER ID:703773692, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

**Customer Promoter Score Report****6H24892108**

<b>VIN</b>	2B3KA53H76H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	09/27/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	10/20/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	45485	ROGERS & ROGERS CHRYSLER JEEP			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	2329 US HIGHWAY 86		<b>Dealer Phone(s)</b>	760 222-2222		
<b>City/State/ZIP</b>	IMPERIAL, CA, 92251-9780				<b>Dealer Fax</b>	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

Have a problem with the vehicle dying when at an idle or while turning and letting up on the gas pedal. Have taken it in 3 times for this problem, not able to find problem and they are just fixing certain parts to see if maybe that will help this problem.

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 05 (Detractor)

992 : Safety/Legal

E20 : Engine Runs, Then Dies/Stalls

Same reason stated before. They are not sure if they fixed the problem. Afraid to have my family in the car, driving on the highway for fear of it stalling.

Q3 Please rate your satisfaction with your experience at ROGERS & ROGERS CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

017 : Quality of service work performed

Same reason stated before. I have taken my vehicle in more than once for the same problem.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-10-21 13:34:23, CUSTOMER ID:098055984, RO:00404574, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H25343307**

<b>VIN</b>	2C3LA63H16H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	09/13/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	03/16/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	43664	KINGS DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	42
<b>Dealer Address</b>	4486 KINGSWATER DRIVE				<b>Dealer Phone(s)</b>	513 683-3000
<b>City/State/ZIP</b>	CINCINNATI, OH, 45249				<b>Dealer Fax</b>	513 683-3060

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 01 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

I have had several problems with my 300C. The two main issues (separate) we steering and stalling after fill up. Both issues took severl times to the dealer to resolve. Very inconvenient.

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 02 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

D46 : Other Steering System/Steering Wheels problems

See previous comment. The only reason I ranked slightly higher on this question is that I enjoy the style of the car both inside and out.

Q3 Please rate your satisfaction with your experience at KINGS DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

023 : Vehicle not fixed first visit

See previous comments although my ranking is a reflection of Chrysler and not the dealership.

Q8 Have you been back for service to KINGS DODGE CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

006 : Other makes have outstanding/better reputations

008 : Depends on models available when I am ready to buy

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2010-03-20 12:13:36, CUSTOMER ID:703914728, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

**Customer Promoter Score Report****6H27853508**

<b>VIN</b>	2C3LA63H26H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	09/24/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PYG	LINEN GOLD METALLIC PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	09/23/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	65074	HAYES CHRY-DODGE-JEEP INC			<b>Dealer Zone</b>	66
<b>Dealer Address</b>	719 W PIKE ST				<b>Dealer Phone(s)</b>	770 963-5251
<b>City/State/ZIP</b>	LAWRENCEVILLE, GA, 30045-4305				<b>Dealer Fax</b>	770 237-8175

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 06 (Detractor)

I50 : Other Inst Panel Problems

D47 : Abnormal Noises while driving

P20 : Perception of quality/dependability/reliability/trust/workmanship

Due to quality and reliability issues since soon after purchase. I love the way it looks and performs but issues with dashboard and suspension rattles, spontaneous wiper swipes, stumbling/stalling, and several others have convinced me that I can't rely on it long term the way I had hoped to. While I like the new model, I question if I would buy another.

Q3 Please rate your satisfaction with your experience at HAYES CHRY-DODGE-JEEP INC on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-09-27 05:11:20, CUSTOMER ID:704260425, RO:00514151, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H27905807**

<b>VIN</b>	2C3KA63H56H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	10/12/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PPK	MAGNESIUM PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	07/19/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	45470	GRAPEVINE DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	63
<b>Dealer Address</b>	2601 WILLIAM D TATE AVE		<b>Dealer Phone(s)</b>	817 410-7500	817 410-7574	
<b>City/State/ZIP</b>	GRAPEVINE, TX, 76051-3984			<b>Dealer Fax</b>	817 410-7597	

- Q1 How willing are you to recommend CHRYSLER to a friend or colleague?  
Score: 08 (Neutral)
- Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.  
Score: 08 (Neutral)
- Q3 Please rate your satisfaction with your experience at GRAPEVINE DODGE CHRYSLER JEEP on a scale of 0 to 10.  
Score: 06 (Detractor)  
004 : Hard to deal with  
017 : Quality of service work performed  
I am having problems with the car stalling after fill up. It has been in twice and I had to find the service issue on the web. It now stalls in a different way after each fillup. They did not believe my description of the problem
- Q8 Have you been back for service to GRAPEVINE DODGE CHRYSLER JEEP in the last X months?  
YES
- Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?  
04 - Probably Will only
- Q11 Approximately how long until your household will acquire its next vehicle?  
003 : 3-4 yrs
- Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?  
001 : Yes
- Q13 What type of vehicle will you most likely acquire next?  
002 : 4-door car or sedan

SURVEY COMPLETED 2010-07-19 18:32:08, CUSTOMER ID:008655344, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H32187307**

<b>VIN</b>	2B3KA53H46H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	11/03/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	01/06/2011	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	68996	CLIPPINGER CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	298 N AZUSA AVE				<b>Dealer Phone(s)</b>	626 339-3900
<b>City/State/ZIP</b>	WEST COVINA, CA, 91791				<b>Dealer Fax</b>	626 331-5799

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 05 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

Z13 : Any mention of dealership Service experience After SALE

When I first got the car, I thought it was 13 miles. I was very happy. One day I went out to the store. Thank God I was by myself. The car turned off on me, and I lost total control of the car. I couldn't maneuver it. It was crazy. All the lights started flashing. It's done that a few more times, but I called the dealership right away. They came to pick it up. They couldn't find nothing wrong with the car. It's done it afterwards.

Q3 Please rate your satisfaction with your experience at CLIPPINGER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q8 Have you been back for service to CLIPPINGER CHRYSLER JEEP DODGE in the last X months?

NO

097 : Other

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

Q10 Where have you had your most recent service work on your vehicle performed?

006 : A local non-chain service center (such as an independent mechanic, body shop, garage or gas station)

SURVEY COMPLETED 2011-01-10 19:20:48, CUSTOMER ID:705978265, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

**Customer Promoter Score Report****6H33482707**

<b>VIN</b>	2B3KA53H76H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	12/01/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PYH	TOP BANANA!				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	05/24/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	45148	JACKSONVILLE CHRYSLER JEEP DOD			<b>Dealer Zone</b>	66
<b>Dealer Address</b>	11101 NURSERY FIELDS DRIVE				<b>Dealer Phone(s)</b>	904 493-0000
<b>City/State/ZIP</b>	JACKSONVILLE, FL, 32256				<b>Dealer Fax</b>	904 493-5593

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 06 (Detractor)

E30 : Fluid leaks

E97 : Fuel Economy does not meet label as advertised

E20 : Engine Runs, Then Dies/Stalls

traction control would come on for no reason when going through drive-thru windows, causing brakes to grind. Had problems with the car stalling while at idle at stop lights or when performing slow-speed turns. Alarm system had to be replaced. Transmission had a leak. Dash top had to be replaced. Fuel economy is not as rated on highway (with cruise on, at 70, gets 22mpg). Water pump and idler pulley went out at 25000 miles.

Q3 Please rate your satisfaction with your experience at JACKSONVILLE CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 06 (Detractor)

017 : Quality of service work performed

009 : Didn't explain features / poor knowledge of product

had an oil change done, and first they didn't fill oil completely, then overfilled with oil. They didn't seem to check the dipstick level. Also used the wrong weight of oil, did not follow owner's manual recommendations.

Q8 Have you been back for service to JACKSONVILLE CHRYSLER JEEP DOD in the last X months?

NO

002 : Services performed by friends, family, DIY

003 : Inconvenient location

005 : Uncompetitive price/cost too high

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

007 : Unhappy with fuel efficiency of current vehicle

008 : Depends on models available when I am ready to buy

SURVEY COMPLETED 2010-05-31 09:33:35, CUSTOMER ID:703478669, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H34019809**

<b>VIN</b>	2C3KA63H96H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	11/29/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	08/08/2012	<b>Mileage</b>	0	<b>Event</b>	009	Second+ Warranty Event
<b>Dealer</b>	26427	DELLEN DODGE-CHRYSLER-JEEP			<b>Dealer Zone</b>	42
<b>Dealer Address</b>	2640 WEST MAIN STREET				<b>Dealer Phone(s)</b>	317 462-9982
<b>City/State/ZIP</b>	GREENFIELD, IN, 46140				<b>Dealer Fax</b>	317 467-8147

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 03 (Detractor)

996 : Other

Due to the service that I received from dellen.

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 00 (Detractor)

P99 : Unspecified Other Problems

992 : Safety/Legal

E32 : Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

Due to it being in shop the shop for the last 3 months and my car is still not fixed. Not to mention that it is was in the shop at least 7 Times prior to this one and my car is still not fixed. You go to pull out into the road and it died. It is a death trap and is going to kill my kids and I Or someone else.

Q3 Please rate your satisfaction with your experience at DELLEN DODGE-CHRYSLER-JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

027 : Length of time to complete service

005 : Lack of communication

They were not helpful at all and had my vehicle for almost 3 months. When I my car was returned after 'supposedly' being fixed they were booked For the next 2 weeks after knowing how dangerous that this car is on the road. Not to mention the fact that after having the car for 3 weeks they drove without having the computer hooked up to it.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-08-09 06:16:03, CUSTOMER ID:083982809, RO:00062449, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H35688707**

<b>VIN</b>	2C3KA63H26H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	12/13/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	08/24/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	52979	HUNTER DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	1130 AUTO MALL DR				<b>Dealer Phone(s)</b>	661 948-8411
<b>City/State/ZIP</b>	LANCASTER, CA, 93534-3292				<b>Dealer Fax</b>	805 949-7051

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 01 (Detractor)

013 : Negative dealer comments - general

007 : Negative experience / problems with CURRENT vehicle

I've had so many issues with my car and I just felt that I had no kind of assistance from Chrysler at all.

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 02 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

E34 : Battery Failed

Z13 : Any mention of dealership Service experience After SALE

They had to replace the engine and you know. They gave me a rental, which I had to pay for so outside of having to replace the engine and then I had to pay for a rental. Then they messed up something on the car, the car keeps shutting off on me, it keeps stalling on me, I am having all of these major issues after I got this car back after having a brand new engine replaced, having to replace both batteries, having to replace all the tubing in the car, all the fluids in the car and so I am just like I can actually scream. Right now I just have a real tough... If you would have asked me prior to the engine going on, it would have been all 10's and now it's like you are kidding me. The technician, it's like he scraped the bottom of the bumper and so we took it back to replace the bumper and then he ripped the bumper. Now there is a big tear in the bumper and it's been one thing after another. Then you are paying thousands of dollars.

Q3 Please rate your satisfaction with your experience at HUNTER DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 02 (Detractor)

012 : Vehicle wasn't prepped well

017 : Quality of service work performed

007 : Price/cost

They had to replace the engine and you know. They gave me a rental, which I had to pay for so outside of having to replace the engine and then I had to pay for a rental. Then they messed up something on the car, the car keeps shutting off on me, it keeps stalling on me, I am having all of these major issues after I got this car back after having a brand new engine replaced, having to replace both batteries, having to replace all the tubing in the car, all the fluids in the car and so I am just like I can actually scream. Right now I just have a real tough... If you would have asked me prior to the engine going on, it would have been all 10's and now it's like you are kidding me. The technician, it's like he scraped the bottom of the bumper and so we took it back to replace the bumper and then he ripped the bumper. Now there is a big tear in the bumper and it's been one thing after another. Then you are paying thousands of dollars.

Q8 Have you been back for service to HUNTER DODGE CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

SURVEY COMPLETED 2010-08-27 19:24:08, CUSTOMER ID:704954929, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

**Customer Promoter Score Report****6H36317609**

<b>VIN</b>	2C3LA73W36H	<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD
<b>Built Date</b>	12/19/2005	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	02/03/2012	<b>Mileage</b>	0	<b>Event</b>	009	Second+ Warranty Event
<b>Dealer</b>	41080	CARL BURGER'S DODGE WORLD			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	HWY 8 AT JACKSON DR				<b>Dealer Phone(s)</b>	619 463-9321
<b>City/State/ZIP</b>	LA MESA, CA, 91942				<b>Dealer Fax</b>	619 461-4621

- Q1 How willing are you to recommend CHRYSLER to a friend or colleague?  
 Score: 05 (Detractor)  
 011 : Poor service experience  
 007 : Negative experience / problems with CURRENT vehicle  
 My vehicle is having issues since i paid \$3800 to have it fixed. I have been back and called the dealership and spoke to the service provided on several occasions. They say they don't know what is wrong with the vehicle.
- Q2 Please rate your satisfaction with your SRT8 RWD on a scale of 0 to 10.  
 Score: 04 (Detractor)  
 E20 : Engine Runs, Then Dies/Stalls  
 E14 : Engine Idle Problem  
 Still not performing as it should. The vehicle is having issues while idling. Cut off on the freeway and threw out an error code that does not pertain to my vehicle according to the service advisor.
- Q3 Please rate your satisfaction with your experience at CARL BURGER'S DODGE WORLD on a scale of 0 to 10.  
 Score: 05 (Detractor)  
 025 : Could not duplicate problem / condition  
 The service advisor is unable to figure out what is wrong with the vehicle.
- Q14 Do you want Chrysler to contact you?  
 Question Not Asked

SURVEY COMPLETED 2012-02-06 10:55:16, CUSTOMER ID:704760506, RO:00279459, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H40362508**

<b>VIN</b>	2C3KA63H06H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	02/13/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	01/25/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	60313	CRYSTAL CHRYSLER, JEEP, DODGE			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	36-444 AUTO PARK DRIVE				<b>Dealer Phone(s)</b>	760 324-4557
<b>City/State/ZIP</b>	CATHEDRAL CITY, CA, 92234-6500				<b>Dealer Fax</b>	760 321-7702

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 08 (Neutral)

007 : Negative experience / problems with CURRENT vehicle

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 05 (Detractor)

992 : Safety/Legal

E20 : Engine Runs, Then Dies/Stalls

P17 : Numerous non-specific problems / already have problems

I just bought this car on 12/16/11. And month later I was having problems with it stopping and I brought back to the service department but they didn't find anything wrong. Now, right today they are trying to find out why it continues to stop. In the meantime I am having to find a way to work everyday. I need a car that works well!

Q3 Please rate your satisfaction with your experience at CRYSTAL CHRYSLER, JEEP, DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

996 : Other

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-02-01 14:33:33, CUSTOMER ID:128623910, RO:00470962, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H42119607**

<b>VIN</b>	2C3LA63HX6H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	02/23/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	09/23/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	24099	ORANGE COAST CHRYSLER JEEP DOD			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	2929 HARBOR BLVD				<b>Dealer Phone(s)</b>	714 549-8023
<b>City/State/ZIP</b>	COSTA MESA, CA, 92626-3912				<b>Dealer Fax</b>	714 549-3103

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

I have trouble with my car stalling and it has never been fixed

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 06 (Detractor)

transmission..and shifting issues..stalling...have never been resolved!

Q3 Please rate your satisfaction with your experience at ORANGE COAST CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 05 (Detractor)

have been able to fix my car....

Q8 Have you been back for service to ORANGE COAST CHRYSLER JEEP DOD in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

007 : Unhappy with fuel efficiency of current vehicle

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2010-09-27 21:29:36, CUSTOMER ID:704214775, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H42121908**

<b>VIN</b>	2C3KA63H26H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	02/24/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PP4	SATIN JADE PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	10/27/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	45249	DAVID DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	35
<b>Dealer Address</b>	1801 ROUTE 202				<b>Dealer Phone(s)</b>	610 358-5300
<b>City/State/ZIP</b>	GLEN MILLS, PA, 19342-8178				<b>Dealer Fax</b>	

- Q1 How willing are you to recommend CHRYSLER to a friend or colleague?  
 Score: 06 (Detractor)  
 002 : Poor quality  
 007 : Negative experience / problems with CURRENT vehicle  
 Transmission problems on a 5 year old vehicle plus I had a problem with my gas tank that David dodge could not discover but another dealership found..
- Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.  
 Score: 04 (Detractor)  
 E20 : Engine Runs, Then Dies/Stalls  
 T26 : Transmission quality/wears out too quickly/replaced too soon  
 I had to rebuild my transmission on my 06 300c plus the car would stall on me after I filled up my vehicle with gas.
- Q3 Please rate your satisfaction with your experience at DAVID DODGE CHRYSLER JEEP on a scale of 0 to 10.  
 Score: 05 (Detractor)  
 017 : Quality of service work performed  
 Could not diagnose what was wrong with my vehicle.. I had no problem with them on other fixes..
- Q14 Do you want Chrysler to contact you?  
 Question Not Asked

SURVEY COMPLETED 2011-10-31 18:59:03, CUSTOMER ID:138281479, RO:00041035, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H43991908**

<b>VIN</b>	2C3LA63H46H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	03/25/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	10/06/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	45249	DAVID DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	35
<b>Dealer Address</b>	1801 ROUTE 202				<b>Dealer Phone(s)</b>	610 358-5300
<b>City/State/ZIP</b>	GLEN MILLS, PA, 19342-8178				<b>Dealer Fax</b>	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 08 (Neutral)

007 : Negative experience / problems with CURRENT vehicle

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 07 (Neutral)

E20 : Engine Runs, Then Dies/Stalls

P20 : Perception of quality/dependability/reliability/trust/workmanship

Q3 Please rate your satisfaction with your experience at DAVID DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-10-07 14:12:50, CUSTOMER ID:705424529, RO:00040353, CONTACT METHOD:ONLINE, , LANGUAGE:00

**Customer Promoter Score Report****6H44178007**

<b>VIN</b>	2C3KA63H46H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	04/05/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	07/15/2011	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	45091	GREENWAY CHRYSLER-JEEP-DODGE,			<b>Dealer Zone</b>	66
<b>Dealer Address</b>	9051 EAST COLONIAL DRIVE				<b>Dealer Phone(s)</b>	407 306-9400
<b>City/State/ZIP</b>	ORLANDO, FL, 32817				<b>Dealer Fax</b>	407 275-3116

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 06 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

In the summer time when I stop and go the thermostat doesn't get hot, but the car just shuts off. I've taken it down a couple times. Nobody seems to find or figure out what the problem is. I haven't been back there, so now in the summer time I just drive with my husband.

Q3 Please rate your satisfaction with your experience at GREENWAY CHRYSLER-JEEP-DODGE, on a scale of 0 to 10.

Score: 06 (Detractor)

023 : Vehicle not fixed first visit

They never solved my problem.

Q8 Have you been back for service to GREENWAY CHRYSLER-JEEP-DODGE, in the last X months?

NO

007 : Inability to diagnose problems

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

005 : Price/deals offered are unacceptable

Q10 Where have you had your most recent service work on your vehicle performed?

007 : Did it myself or had a friend/relative do it

SURVEY COMPLETED 2011-07-15 16:58:00, CUSTOMER ID:707028212, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H44909308**

<b>VIN</b>	2C3LA63H86H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	03/28/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	11/08/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	60420	COLORADO CHRYSLER JEEP			<b>Dealer Zone</b>	74
<b>Dealer Address</b>	350 S HAVANA ST				<b>Dealer Phone(s)</b>	303 341-4050
<b>City/State/ZIP</b>	AURORA, CO, 80012-2001				<b>Dealer Fax</b>	303 360-8388

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 03 (Detractor)

011 : Poor service experience

While I like the vehicle, every experience I've had with the dealership and service has been horrendous. Service is the only reason I would not recommend the vehicle.

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at COLORADO CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

025 : Could not duplicate problem / condition

004 : Hard to deal with

017 : Quality of service work performed

1) The initial car buying experience was very, very poor. 2) Service for my vehicle under the warranty has been terrible. (a) The car stalled in the middle of traffic multiple times. When taken into the dealership to find why this extremely dangerous situation occurred, they could not find the issue and simply gave up. (b) We've had an issue with the headlight going out intermittently. When initially taken in they said they couldn't find the issue. Next they said to try to figure out if it was the bulb, we'd have to pay for the bulb to find out. This was while the car was under normal factory warranty. Since they couldn't solve the issue, we took the car home. We came back a year later about the same issue with the headlight. They told us our warranty had been "cancelled". I know for sure the warranty is still valid. They told us to call the warranty department to get it sorted out. The warranty department said they had a document that I had initialed stating I wanted the extended warranty, but only for 60 months. I know for a fact no document exists as I have to original paperwork stating 84 months and 75K miles. They said they'd fax this document, but they won't fax it and lied repeatedly about the existence of the document. They said if we want to get it sorted out, we must fax our proof first. They are lying and it is simply unbelievable how dishonest they are.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-11-13 11:02:26, CUSTOMER ID:086258128, RO:00100809, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H45044308**

<b>VIN</b>	2C3LA63H36H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	04/12/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	09/30/2011	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	68611	MORITZ CHRYSLER/JEEP/DODGE			<b>Dealer Zone</b>	63
<b>Dealer Address</b>	9101 SPUR 580 WEST		<b>Dealer Phone(s)</b>	817 560-7030	817 696-2000	
<b>City/State/ZIP</b>	FORT WORTH, TX, 76116			<b>Dealer Fax</b>	817 696-2355	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

011 : Poor service experience

001 : Price/cost

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 07 (Neutral)

E20 : Engine Runs, Then Dies/Stalls

E98 : Looks/sounds/feels cheap- Engine Compartment Appearance -- Poor Quality

P17 : Numerous non-specific problems / already have problems

D46 : Other Steering System/Steering Wheels problems

E36 : Other Engine

Q3 Please rate your satisfaction with your experience at MORITZ CHRYSLER/JEEP/DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-10-03 12:27:31, CUSTOMER ID:096841284, RO:00744141, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H45090807**

<b>VIN</b>	2B3KA53H66H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	03/30/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PB8	MIDNIGHT BLUE PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	12/22/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	45329	PLANET DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	63
<b>Dealer Address</b>	18555 HIGHWAY 59 N				<b>Dealer Phone(s)</b>	281 359-7100
<b>City/State/ZIP</b>	HUMBLE, TX, 77338-4287				<b>Dealer Fax</b>	281 359-7130

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 02 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

Service work on problems with my Charger by the dealership, Planet Dodge, has been terrible. They are not able to solve problems with stalling and just look for ways to charge me for things that do not need to be done. In my opinion their customer service is one of the worst I have ever dealt with.

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 05 (Detractor)

P17 : Numerous non-specific problems / already have problems

P20 : Perception of quality/dependability/reliability/trust/workmanship

Problems getting my car serviced. There have been way too many small problems. The quality of the car is not good.

Q3 Please rate your satisfaction with your experience at PLANET DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

017 : Quality of service work performed

They are the worst dealership I have ever dealt with. The only dealership close to being this bad is their Planet Ford dealership.

Q8 Have you been back for service to PLANET DODGE CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

009 : Quality/Reliability

SURVEY COMPLETED 2010-12-25 17:31:18, CUSTOMER ID:079565436, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H45120007**

<b>VIN</b>	2C3KA63HX6H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	03/30/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	10/12/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	43720	SOUTH OAK DODGE CHRYSLER JEEP			<b>Dealer Zone</b>	51
<b>Dealer Address</b>	4550-4560 W LINCOLN HWY				<b>Dealer Phone(s)</b>	708 747-7950
<b>City/State/ZIP</b>	MATTESON, IL, 60443-2300				<b>Dealer Fax</b>	708 747-4363

- Q1 How willing are you to recommend CHRYSLER to a friend or colleague?  
Score: 08 (Neutral)
- Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.  
Score: 08 (Neutral)
- Q3 Please rate your satisfaction with your experience at SOUTH OAK DODGE CHRYSLER JEEP on a scale of 0 to 10.  
Score: 03 (Detractor)  
025 : Could not duplicate problem / condition  
017 : Quality of service work performed  
My was stalling after most gasoline refuelings. South oak could not diagnose the problem. I went to Ziegler Chrysler in Downers Grove and they determined right away a new fuel tank was needed. I am glad my extended warranty had not expired.
- Q8 Have you been back for service to SOUTH OAK DODGE CHRYSLER JEEP in the last X months?  
NO  
003 : Inconvenient location  
007 : Inability to diagnose problems
- Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?  
04 - Probably Will only
- Q10 Where have you had your most recent service work on your vehicle performed?  
004 : A nationwide service center chain (such as Jiffy Lube, Firestone, Goodyear, Valvoline, Midas)
- Q11 Approximately how long until your household will acquire its next vehicle?  
003 : 3-4 yrs

SURVEY COMPLETED 2010-10-12 18:54:42, CUSTOMER ID:089908800, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H47774308**

<b>VIN</b>	2C3KA63H26H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	04/27/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	12/26/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	60411	PEARSON CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	35
<b>Dealer Address</b>	8250 W BROAD ST				<b>Dealer Phone(s)</b>	804 965-0300
<b>City/State/ZIP</b>	RICHMOND, VA, 23294-4125				<b>Dealer Fax</b>	804 527-0829

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 04 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

This car has a problem cutting off,and it does not sets a code.I have taken this car,to the dealer several time,and the problem has not been found.

Q3 Please rate your satisfaction with your experience at PEARSON CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2013-01-03 13:36:03, CUSTOMER ID:069353194, RO:00068105, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H49828106**

<b>VIN</b>	2C3LA73W66H	<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD
<b>Built Date</b>	06/09/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	05/12/2009	<b>Mileage</b>	0	<b>Event</b>	006	Year 3 Ownership
<b>Dealer</b>	26010	RON CARTER CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	63
<b>Dealer Address</b>	3005 FM 528 RD				<b>Dealer Phone(s)</b>	281 331-8111
<b>City/State/ZIP</b>	ALVIN, TX, 77511-8837				<b>Dealer Fax</b>	281 331-8117

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

I just haven't been terribly happy with some of the things about the car or service related issues since buying the car.

Q2 Please rate your satisfaction with your SRT8 RWD on a scale of 0 to 10.

Score: 06 (Detractor)

992 : Safety/Legal

D99 : Other Driving Experience

D17 : Brakes Are Noisy

I've had issues with seemingly unfixable squeaky brakes, a front end that you must be overly careful of rolling over parking space blocks, and mysterious stalls when in gear.

Q3 Please rate your satisfaction with your experience at RON CARTER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

996 : Other

This was an internet purchase, and from the day it was delivered to me I had issues with problems that I tried to resolve, with absolutely no help from the salesman, and no response from the dealership when I complained. They obviously didn't care. I get alot of attention to my car, and without fail, I tell them to never EVER deal with Ron Carter.

Q8 Have you been back for service to RON CARTER CHRYSLER JEEP DODGE in the last X months?

NO

012 : Dealership personnel unfriendly / not helpful

003 : Inconvenient location

008 : Bad past experience with dealer

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

005 : Price/deals offered are unacceptable

006 : Other makes have outstanding/better reputations

009 : Quality/Reliability

SURVEY COMPLETED 2009-05-15 16:53:57, CUSTOMER ID:703220067, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

**Customer Promoter Score Report****6H49829007**

<b>VIN</b>	2C3LA73W76H	<b>Model Year</b>	2006	<b>Body</b>	LXCX48	CHRYSLER SRT8 RWD
<b>Built Date</b>	06/09/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PA4	SILVER STEEL METALLIC CLEAR COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	12/06/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	43290	HUFFINES CHRYSLER JEEP DODGE L	<b>Dealer Zone</b>	63		
<b>Dealer Address</b>	1024 S STEMMONS FWY				<b>Dealer Phone(s)</b>	972 434-2288
<b>City/State/ZIP</b>	LEWISVILLE, TX, 75067-5354				<b>Dealer Fax</b>	972 436-1461

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your SRT8 RWD on a scale of 0 to 10.

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at HUFFINES CHRYSLER JEEP DODGE L on a scale of 0 to 10.

Score: 03 (Detractor)

023 : Vehicle not fixed first visit

007 : Price/cost

We have some trouble with the car where the engine is dying when it's stopped like at a stop light. They went to try to fix it, but we had \$400 of work and it's still doing the same thing.

Q8 Have you been back for service to HUFFINES CHRYSLER JEEP DODGE L in the last X months?

YES

SURVEY COMPLETED 2010-12-11 12:23:06, CUSTOMER ID:705841586, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

**Customer Promoter Score Report****6H50633308**

<b>VIN</b>	2B3LA73W16H	<b>Model Year</b>	2006	<b>Body</b>	LXDX48	DODGE CHARGER SRT8 RWD
<b>Built Date</b>	06/15/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ESF	6.1L SRT HEMI SMPI V8 ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	09/10/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	44814	SPORT DODGE			<b>Dealer Zone</b>	35
<b>Dealer Address</b>	6831 BLACK HORSE PIKE		<b>Dealer Phone(s)</b>	609 646-1200	609 646-2189	
<b>City/State/ZIP</b>	EGG HARBOR TOWNSHIP, NJ, 08234			<b>Dealer Fax</b>	609 646-5711	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your CHARGER SRT8 RWD on a scale of 0 to 10.

Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SPORT DODGE on a scale of 0 to 10.

Score: 06 (Detractor)

025 : Could not duplicate problem / condition

017 : Quality of service work performed

009 : Didn't explain features / poor knowledge of product

I have had this car for 6 years and have never had a problem. Now, out of the blue the car shuts off every so often. When I'm beginning to excellerate or coming to a stop the car shuts off. The car has been to sport dodge 2 times and they can not tell me exactly what is wrong. I spent \$600.00 for service i didnt need and the car is still doing the same thing. After I did some research, I found it could be the gasoline sending unit, or the transmission module. The ethanol that is contained in 95% of gasoline could also be causing problems. I'm not about to spend thousands of dollars to fix something that MIGHT be the problem. There is no one that maintains their car like I do. And this guessing game is really starting to upset me.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-09-16 16:04:22, CUSTOMER ID:702546558, RO:00356215, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H52474408**

<b>VIN</b>	2B3KA53H06H	<b>Model Year</b>	2006	<b>Body</b>	LXDP48	DODGE CHARGER R/T RWD
<b>Built Date</b>	06/07/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PRH	INFERNO RED CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	10/12/2012	<b>Mileage</b>	0	<b>Event</b>	008	Second+ Customer Pay Event
<b>Dealer</b>	26453	FRED MARTIN SUPERSTORE			<b>Dealer Zone</b>	42
<b>Dealer Address</b>	3195 BARBER RD				<b>Dealer Phone(s)</b>	330 753-4444
<b>City/State/ZIP</b>	NORTON, OH, 44203-1011				<b>Dealer Fax</b>	330 848-6802

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I have nothing but problems with the car, it was bought used w/ 404k on it and has been nothing but a nightmare. Tie rods shot, random stalling and so on.....

Q2 Please rate your satisfaction with your CHARGER R/T RWD on a scale of 0 to 10.

Score: 00 (Detractor)

P20 : Perception of quality/dependability/reliability/trust/workmanship

As said before car was bought used and has been nothing but as night mare, I am a disabled vet on a budget and wanted to treat myself, I got treated all right , to a pile of crap that has been nothing but problems

Q3 Please rate your satisfaction with your experience at FRED MARTIN SUPERSTORE on a scale of 0 to 10.

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

When I calmly brought these issues to the attention of the service mgr I was spoken to in a condensending tone and treated as an idiot. I have worked on cars all my life and have several ASE master techs in our family. I was disgusted to deal with this man as I would have never been spoken to like this before and had to remain calm as it I was very amazed @ how they work.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-10-13 10:28:24, CUSTOMER ID:716451740, RO:00607512, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H53046607**

<b>VIN</b>	2D4GV57246H	<b>Model Year</b>	2006	<b>Body</b>	LXDP49	DODGE MAGNUM R/T RWD
<b>Built Date</b>	06/08/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	12/09/2010	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	24099	ORANGE COAST CHRYSLER JEEP DOD			<b>Dealer Zone</b>	71
<b>Dealer Address</b>	2929 HARBOR BLVD				<b>Dealer Phone(s)</b>	714 549-8023
<b>City/State/ZIP</b>	COSTA MESA, CA, 92626-3912				<b>Dealer Fax</b>	714 549-3103

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

The first year we had the Magnum we had to rebuild the transmission. Also we had three occasions where the vehicle shut off on a mountain road. When that happened the steering wheel locked up and was non operable. When we took it into DODge they blew us off like we were crazy. If my family would have crashed because of it they still wouldnt have believed us. We have had an horrible experience with Dodge.

Q2 Please rate your satisfaction with your MAGNUM R/T RWD on a scale of 0 to 10.

Score: 00 (Detractor)

D46 : Other Steering System/Steering Wheels problems

T26 : Transmission quality/wears out too quickly/replaced too soon

Z13 : Any mention of dealership Service experience After SALE

Same reason as before....

Q3 Please rate your satisfaction with your experience at ORANGE COAST CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

005 : Lack of communication

They are rude and don't listen to the customers.

Q8 Have you been back for service to ORANGE COAST CHRYSLER JEEP DOD in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

006 : Other makes have outstanding/better reputations

007 : Unhappy with fuel efficiency of current vehicle

SURVEY COMPLETED 2010-12-10 18:07:10, CUSTOMER ID:705846325, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

**Customer Promoter Score Report****6H53432307**

<b>VIN</b>	2C3KA63H36H	<b>Model Year</b>	2006	<b>Body</b>	LXCS48	CHRYSLER 300C HEMI RWD
<b>Built Date</b>	06/28/2006	<b>Market</b>	U	US	<b>Plant</b>	H   BRAMPTON ASSEMBLY PLANT
<b>Color</b>	PWG	COOL VANILLA CLEAR COAT				
<b>Engine</b>	EZB	5.7L HEMI MULTI DISPLACEMENT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

<b>Open Date</b>	11/28/2011	<b>Mileage</b>	0	<b>Event</b>	007	Year 5 Ownership
<b>Dealer</b>	42977	WILDE CHRYSLER JEEP DODGE			<b>Dealer Zone</b>	51
<b>Dealer Address</b>	1710 HIGHWAY 164 S		<b>Dealer Phone(s)</b>	800 903-2434	262 544-5400	
<b>City/State/ZIP</b>	WAUKESHA, WI, 53186-3937			<b>Dealer Fax</b>	262 548-8037	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 04 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

I've had a really good one in the past. The 300C, I'm not happy with at all. That's why.

Q2 Please rate your satisfaction with your 300C HEMI RWD on a scale of 0 to 10.

Score: 04 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

P18 : Non-specific comparison to previous model/brand

P20 : Perception of quality/dependability/reliability/trust/workmanship

I've had a really good one in the past. The 300C, I'm not happy with at all. That's why. When I fill up the gas tank and I make a turn. After I fill up the gas tank and I make turns for a while, it stalls out on me. That's one reason. That has not been remedied. I just think the detail, the way it was designed, there's some quality issues I think in the design a little bit of some of it. I guess those things.

Q3 Please rate your satisfaction with your experience at WILDE CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

Q8 Have you been back for service to WILDE CHRYSLER JEEP DODGE in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

SURVEY COMPLETED 2011-12-03 12:57:02, CUSTOMER ID:707669608, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00