

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

**23961176**

<b>VIN</b>	1C4RJFCT9	CO [REDACTED]	<b>Open Date</b>	09/18/2013	<b>Built Date</b>	01/18/2012
<b>Model Year</b>	2012	<b>Body</b>	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
<b>In Service Dt</b>	04/17/2012	<b>Mileage</b>	13,000	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PTW	RUGGED BROWN PEARL COAT				
<b>Engine</b>	EZH	5.7L V8 MDS VVT ENGINE				
<b>Transmission</b>	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				
<b>Dealer</b>	60039	TOWN AND COUNTRY AUTOPLEX C G INC				
<b>Dealer Address</b>	6250 EAST HIGHWAY 50					
<b>Dealer City</b>	SALIDA	<b>Dealer State</b>	CO	<b>Dealer Zip</b>	81201	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	THE WOODLANDS TX [REDACTED]	<b>Country</b>	UNITED STATES			

Dealer - By-Pass - Default - Default - Default	headliner caught on fire
Product - Unknown - Unknown - Fire - Interior	headliner caught on fire
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that while in Colorado the headliner in his vehicle had caught fire. The customer stated this is the second electrical issue with this vehicle. The customer had called in requesting a rental vehicle.

Briefly summarize what the customer is expecting: A rental vehicle.

Agent had called the dealership and spoke with SM Emil. Emil stated that there was a short in the wiring harness above the sun visor that had caught fire. Emil stated right now they are taking the roof apart to get to the wiring harness so they can get a part number. Agent advised Emil that he can assist the customer with a rental vehicle under the D-11-53.

Agent had advised the customer of what was said and that Emil would be giving him a call regarding the rental. Agent had advised the customer this would be sent to SI so they can have a look at what had actually happened with the vehicle. Agent had given the customer the case number. The AnswerCONNECT article that was referenced to provide the answer to the

customer was # 18819

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

[REDACTED]

2. What happened? The headliner in the vehicle had caught fire.

3. What is the current location of the vehicle?

Town and Country C.G.

6250 E Highway 50

Salida, Co 81201

719-539-6633

Reassign to 82S

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09.23.13

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

VEHICLE LOCATED AT:

TOWN AND COUNTRY C. G., INC

6250 EAST HIGHWAY 50

SALIDA CO 81201

719-539-6633

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Per OGC Matrix, reassigned to 82T.

9/23/13 ASSIGNED TO RLG92. PAG

CAIR NUMBER 23961176 REQUEST EAA INSPECTION 09-23-2013 11:15

CAIR NUMBER 23961176 E-MAIL SENT TO EAA 09-23-2013 11:15

CCRG Open Date: 09/23/2013 08:56:06

Letter Sent: Denial 09/24/2013

Letter Sent: Acknowledgement 09/24/2013 08:23:40

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/28/13 AT 04:04:50 23961176

Customer called for update on case as it had been a couple months and is waiting on rental reimbursement cheque.

Agent transferred call to SI.

Per OGC Matrix, reassigned to 82T.

12/11/13 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer calling to document complaint due to the customer filed this reimbursement months ago, customer states that he has been trying to retrieve updates with the case file. Agent advised the customer that the case is in a different department special investigation, the agent advised the customer that the agent can provide the number and the name in order for the customer to retrieve more information. Jay - JSS15 -

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Per OGC Matrix, reassigned to 82T.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

2/4/14 UPDATED CCRG FILE & CASE MANAGER. PAG

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

**24234572**

<b>VIN</b>	1C4RDJDG8	CC [REDACTED]	<b>Open Date</b>	11/22/2013	<b>Built Date</b>	04/30/2012
<b>Model Year</b>	2012	<b>Body</b>	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR		
<b>In Service Dt</b>	09/07/2012	<b>Mileage</b>	12,000	<b>Dealer Zone</b>		
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 24V VVT ENGINE				
<b>Transmission</b>	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
<b>Dealer</b>	X7242	CHRY MIL SALES PLAZA BLDG				
<b>Dealer Address</b>	P. O. BOX D					
<b>Dealer City</b>	WOODBURY	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11797	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>				
	OKLAHOMA CITY OK [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Unknown - Unknown - Fire - Interior	Angie stated that the fire was in the above the visor.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Unknown	visor
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:  
 Angie from USAA insurance called in stating [REDACTED] had, had a fire with his vehicle. She stated she could not verify his address. Angie stated the vehicle is currently located at the home address of the customer. Agent advised that we would need that address in order to escalate this issue. Angie stated that she will have the customer call back. Angie also stated she believe the fire was actually coming from an area above the head visor.

Briefly summarize what the customer is expecting:

Customer inquiring about fire accident.

\*\*\*\*End structured narrative T2 - Beginning Narrative

1. Who is calling and what is their contact information? Angie USAA INSURANCE
  2. What happened? Customer vehicle caught fire.
  3. What is the current location of the vehicle? customer home address Reassigned to NC603
- Next agent please reopen and reassign to 82s  
 Customer called and agent updated contact information.

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 Customer stated that his wife took the vehicle to son s school about mile away and while driving home noticed a strong odor. Upon pulling in driveway she noticed odor getting stronger and opened the sunroof to ventilate the smell. Upon exiting vehicle she saw a brown spot above driver s seat on the headliner that developed into flames.

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 Vehicle is located at owner s address:

[REDACTED]  
 Oklahoma City  
 OK [REDACTED]

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USAA Claims Representative: Angie Baxter  
Contact#: 800-531-8722 ext 79408  
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Were there open flames involved? Yes  
Was the vehicle in an accident? No  
Indicate the # of people injured: 0  
Indicate the number of fatalities: 0  
Was there any property damage? None other than vehicle  
Customer calling with updated home address of [REDACTED], OKLAHOMA CITY, OK [REDACTED]. Customer was requesting a mailing address for this departments building to send documents. Agent advised customer that agent can provide a fax number of [REDACTED], customer also requested a phone number for someone he can speak with directly that will be looking into this concern further. Agent provided phone number [REDACTED] for Maggie as per answerconnect ID 18819.

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11.25.13  
No customer phone#  
No claim#  
No DOL  
I called Angie, she is Out of Office - I had to leave a VMM for Angie \_  
1. Who is calling and what is their contact information? Mr. [REDACTED]

[REDACTED]  
2. What happened? Customer s wife was driving her son to school. When she parked the vehicle in the garage when she noticed it smoking. Customer states that a fire broke out in the headliner about the driver seat. Fire department was called and customer has a report.  
3. What is the current location of the vehicle?

[REDACTED]  
Oklahoma City  
OK [REDACTED]  
Customer states that he has not heard back from anyone and wants the vehicle examined by Chrysler. Agent transferred customer to 888-922-7329.  
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11.25.13  
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)  
VEHICLE LOCATED AT: RESIDENCE  
MR [REDACTED]  
[REDACTED]  
OKLAHOMA CITY OK [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17  
Customer is calling in today stating that no one has contacted him back yet and the vehicle is currently in his driveway. Agent advised customer that this case is still under review and customer should be contacted within 2-5 business days.

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11.25.13  
Called customer back - explained process and time.  
11/26/13 ASSIGNED TO RLG92. PAG  
CAIR NUMBER 24234572 REQUEST EAA INSPECTION 11-26-2013 11:15  
CAIR NUMBER 24234572 E-MAIL SENT TO EAA 11-26-2013 11:16  
CCRG Open Date: 11/25/2013 13:36:06  
Letter Sent: Acknowledgement 11/27/2013 08:04:25  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/29/13 AT 17:32:38 24234572  
Customer called in for information on case file. Customer would like call back as soon as possible.  
Customer name is [REDACTED] - best contact: [REDACTED].  
Customer is seeking rental from dodge while they investigate why his vehicle caught on fire.  
Agent advised customer will update you file and have case manager call back.  
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
Dealer - By-Pass  
Customer called in looking for update to case. Agent reviewed case. Customer stated the vehicle has now been moved to a dealership and a third party has looked at the vehicle. Customer feels Dodge owes customer a vehicle while his is out of commission. Agent advised customer we will have to notify through the system that you are looking for an update and will forward off. Agent advised customer of MG17 phone number. Customer

thanked agent for the information

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12.06.13

Customer name is [REDACTED].

Customer is seeking rental from dodge while they investigate why his vehicle caught on fire.

Per OGC Matrix, reassigned to 82T. MG17

12/6/13 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer is looking to speak to his Case Manager about a rental car.

Agent informed Customer that he would have to leave a message and transferred Customer to MG17 voicemail.

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12.10.13

Customer Call Back Seeking a rental while we investigate

Phone# [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

12/10/13 UPDATED CCRG FILE & CASE MANAGER. PAG

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

**24319516**

<b>VIN</b>	1J4RR4GG8	BC [REDACTED]	<b>Open Date</b>	12/16/2013	<b>Built Date</b>	12/10/2010
<b>Model Year</b>	2011	<b>Body</b>	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
<b>In Service Dt</b>	02/08/2011	<b>Mileage</b>	51,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	MINERAL GRAY MET. CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 24V VVT 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]
	COLUMBIA MO [REDACTED]	<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Fire - Interior	Vanity mirror fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

1. Who is calling and what is their contact information? Customer: MR

[REDACTED]

2. What happened? Customer stated he was driving down the road and he smelt smoke and he looked over at the passenger vanity mirror and there was a flame. Customer stated he was able to put it out but the plastic is melted and the head liner is scorched. Customer wants to know if there is something Chrysler can do for him

3. What is the current location of the vehicle? With the customer. Customer still driving the vehicle.

[REDACTED]

COLUMBIA, MO-6 [REDACTED]  
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12.16.13

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)  
VEHICLE LOCATED AT: RESIDENCE

[REDACTED]

COLUMBIA MO [REDACTED]  
Per OGC Matrix, reassigned to 82T. MG17  
12/16/13 ASSIGNED TO RLG92. PAG  
CAIR NUMBER 24319516 REQUEST EAA INSPECTION 12-16-2013 12:07  
CAIR NUMBER 24319516 E-MAIL SENT TO EAA 12-16-2013 12:08  
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12.16.13

Per Supervisor request - I called customer and explained the handling process, he appreciated the call.  
CCRG Open Date: 12/16/2013 11:56:47  
Letter Sent: Acknowledgement 12/17/2013 08:03:39  
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/19/13 AT 11:42:37 24319516  
Briefly summarize why the customer is contacting Chrysler: Customer seeking an update on his case handling  
Briefly summarize what customer is expecting: Update on his case handling  
Agent informed customer that at this time agent sees that the case is being handled by a special investigations case manager and the last update I have on the file is that Pictures have been attached to the Case file  
Customer requests an update on this case  
Best contact number is [REDACTED]

Reassigned to 82S

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Per OGC Matrix, reassigned to 82T.

2/26/14 UPDATED CCRG FILE & CASE MANAGER. PAG \_

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

**24401035**

<b>VIN</b>	1C4RDJDG9	DC [REDACTED]	<b>Open Date</b>	01/07/2014	<b>Built Date</b>	04/14/2013
<b>Model Year</b>	2013	<b>Body</b>	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR		
<b>In Service Dt</b>	09/20/2013	<b>Mileage</b>	3,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBU	TRUE BLUE PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 24V VVT 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>	[REDACTED]
	COLORADO SPRINGS CO [REDACTED]	<b>Country</b>	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler: Customer called stating he was driving on the beach and his vehicle had caught on fire. Customer stated the vehicle is currently at the DLR in Roseville, they have not touched the vehicle yet as he is waiting for his insurance. Agent advised she will send a case off to SI.

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

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

2. What happened? Vehicle caught on fire on beach.

3. What is the current location of the vehicle? Autowest Dodge Chrysler Jeep 230 Automall Dr Roseville, CA 95661 916-781-8100 assigned to 82S

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Per OGC Matrix, reassigned to 82T.

1/8/14 ASSIGNED TO RLG92. PAG

CAIR NUMBER 24401035 REQUEST EAA INSPECTION 01-08-2014 15:55

CAIR NUMBER 24401035 E-MAIL SENT TO EAA 01-08-2014 15:55

CCRG Open Date: 01/08/2014 14:06:24

Letter Sent: Acknowledgement 01/09/2014 07:18:44

Briefly summarize why the customer is contacting Chrysler: Customer called in and stated his wife is coming home today and needs a vehicle to pick her up. Customer stated his wife was away when the vehicle caught on fire at the beach.

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

Per OGC Matrix, reassigned to 82T.

1/10/14 UPDATED CCRG FILE & CASE MANAGER. PAG

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Customer is looking to speak to his case manager regarding his case and possible rental. Customers call back number is [REDACTED]



Per OGC Matrix, reassigned to 82T.

Customer is calling in seeking to speak with his CM regarding rental for his wife.

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As per AC18819 - 5. Advise the customer: the file requires reassignment to another department for further review and special handling and they will follow up within 2-5 business days, by phone or mail. No promises on inspections, rental, or repairs should be made at this time.

Customer's call back number is [REDACTED]

Customer called back again seeking rental. Agent advised that currently there is nothing Chrysler can do but he can go out and pay for a rental and then have possible reimbursement after the investigation. Agent was explaining this to the customer when the call dropped.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/11/14 AT 04:07:11 24401035  
1/13/14 UPDATED CCRG FILE & CASE MANGER. PAG

Briefly summarize why the customer is contacting Chrysler: Customer wanting to speak to case manager. A per ac 18819 customer requesting contact number agent transferred to [REDACTED]

Briefly summarize what the customer is expecting: to speak to case management

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Customer is calling back because his case manager is not calling him back. Customer is requesting to have CM call him back.

Agent advised customer that I will send a message to have the CM contact him back.

Customer is calling for a case update on the file.

Letter Sent: Denial 01/17/2014

1/20/14 SEND CAIR BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.

Customer called to find out what was going on with the file, agent advised a letter was mailed out on 01/17/2014. Agent advised he would note the file that he is looking to speak to someone in regards to this file, per customer best contact number is [REDACTED]

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