

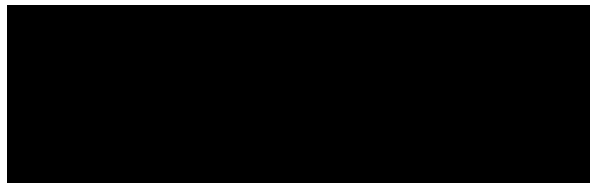
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Aug 04 12:57:46 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

ALTERNATOR & BATTERY

Comments:

2011 DODGE CHARGER. BOTH JUST REPLACED A CONSIDERABLE COST. SAW NOTICE OF PROBLEM FOR OVER 11,000 CHARGERS. REFUND OPTIONS?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Aug 10 15:24:11 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

We regret to hear the concerns you have experienced with the battery and alternator. We would like to review your request further, can you please provide the dealership name and location who did the repairs?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Eileen

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8732159V98651L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

ALTERNATOR & BATTERY

Comments:

2011 DODGE CHARGER. BOTH JUST REPLACED A CONSIDERABLE COST. SAW NOTICE OF PROBLEM FOR OVER 11,000 CHARGERS. REFUND OPTIONS?

VIN:

BH [REDACTED]

Mileage:

27000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

BOCA RATON

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

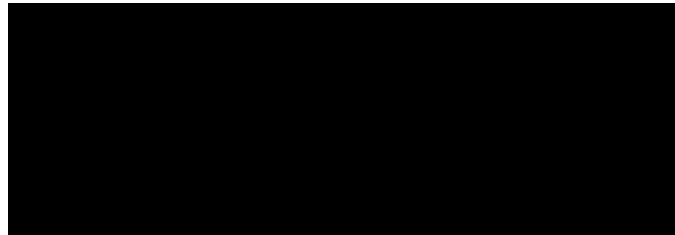
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-06 16:53:23.329970

Files Not Recieved: 0

SW 738

Case # [REDACTED]

CUSTOMER # [REDACTED]

INVOICE



7911 W. Roosevelt Rd.
Forest Park, IL 60130
Ph: 708-366-1001 Fax: 708-488-9593
www.hawkcdj.com

CHICAGO, IL

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 54 MARK SYDLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	11	DODGE CHARGER	2B3CL3CG7BH [REDACTED]		66721/66725	T942B
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN11 DD			21:00 04AUG14			INV. DATE
R.O. OPENED	READY	OPTIONS:	ENG:3.6_Liter			CASH
08:00 04AUG14	12:35 05AUG14					05AUG14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	1-800-621-2130						
	RTLA RELATED TO LINE ABOVE						
	17 BECICH, RONALD LIC#: [REDACTED]						
	CC					0.00	0.00

B CUSTOMER STATES BATTERY LIGHT COMES ON ABS AND TRACTION LIGHTS COME ON
 WIP REPLACED ALTERNATOR
 17 BECICH, RONALD LIC#: [REDACTED]
 CC

1 RL801779AG ALTERNATO-ENGINE 173.57 173.57
 OL REPLACED AC CONDENSOR ORING AND EVACUATED AND RECHARGED AC 505.00 505.00 505.00
 17 BECICH, RONALD LIC#: [REDACTED]
 CC

1 82300101AC *REFRIGANT-R134A 429.00 429.00
 1 68086125AA SEAL-SLIM LINE 16.25 16.25 16.25
 OL RECONFIGURED ALL MODULES 14.35 14.35 14.35
 17 BECICH, RONALD LIC#: 0017
 CC

66721 all inst lamps come on diag test replace alt assy also repair a/c compressor cycles too fast low on freon replace cond oring recharge system 260.00 260.00

J. Viana \$351.57

MECHANICAL CLAIMS DEPT
 AUTH#14598740 SPOKE TO JUSTIN
 B FAX 1-312-356-7880 CUSTOMER
 HAS \$100.00 DEDUCTIBLE TOTAL
 REIMBURSEMENT \$1094.80

- * DO YOU OWN A FORD? CHEVY? IMPORT? OR
- * LUXURY VEHICLE? HAWK CDJ NOW FEATURES
- * MAGNETTI-MARELLI PREMIUM REPLACEMENT
- * PARTS TO SERVICE ALL OF THE MAKES AND
- * MODELS IN YOUR GARAGE! SEE YOUR SERVICE
- * ADVISOR OR VISIT HAWKCDJ.COM FOR DETAILS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	862.57
PARTS AMOUNT	535.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1398.17
LESS INSURANCE	0.00
SALES TAX	48.20
PLEASE PAY THIS AMOUNT	1446.37

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PARK PLAZA DOUCE
7911 ROOSEVELT RD
FOREST PARK, GA 30130
(770) 366-1001

Sale

ID: 006
Merchant ID: 000100209995
Bank ID: 1300

08/05/14 14:07:26
Batch#: 217001
Retrieval Ref #: 07338451

VISA Entry Method: Swiped

Appr Code: 930579 Inv #: 000020

Total: \$ 351.57

Customer Copy

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-14 09:49:45.467665

Files Not Recieved: 0

AHN: BMM 757

Case #



Results: 1-3 of 3 rows.

Loan History Summary []

Membership #: [REDACTED] Loan #: 121

Posted /Card#	Operator/Drawer	Description	Total Amount	Principal	Interest	Fees	Escrow	Balance
07/21/2014 00:00:00	6052/	LOAN PAYMENT- TRANSFER From: Membership: [REDACTED] Account#1	\$525.97	-462.43	\$63.54	0.00		\$21,690.27
06/30/2014 11:08:05	104/104NonCash	LOAN PRODUCT CHANGE LOAN TYPE CHANGED FROM UA - UsedAuto to NA - NewAuto	\$0.00	0.00	\$0.00	0.00		\$22,152.70
06/21/2014 00:00:00	6052/	LOAN PAYMENT- TRANSFER From: Membership: [REDACTED] Account#1	\$525.97	-458.95	\$67.02	0.00		\$22,152.70

ANIMAS CREDIT UNION
 2101 E. 20th St.
 Farmington, NM 87401

1

RT # [REDACTED]

Lynn Hilligate
 FSO
 505-566-9819

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-19 14:40:43.064788

Files Not Recieved: 0

AHW:
BM 757

CASE #



[Redacted]
Farmington, NM [Redacted]

Loan History Summary []

Membership # [Redacted] Loan #: 121

Posted /Card#	Operator/Drawer	Description	Total Amount	Principal	Interest	Fees	Escrow	Balance
07/21/2014 00:00:00	6052/	LOAN PAYMENT- TRANSFER From: Membership# [Redacted] Account#1	\$525.97 -462.43	\$63.54	0.00			\$21,690.27
05/30/2014 11:08:05	104/10aNonCash	LOAN PRODUCT CHANGE LOAN TYPE CHANGED FROM UA - UsedAuto to NA - NewAuto	\$0.00 0.00	\$0.00	0.00			\$22,152.70
05/21/2014 00:00:00	6052/	LOAN PAYMENT- TRANSFER From: Membership# [Redacted] Account#1	\$525.97 -458.95	\$67.02	0.00			\$22,152.70

1

ANIMAS CREDIT UNION
2101 E. 20th St.
Farmington, NM 87401

Loan 121
2011 Dodge Charger

Ariana Aullene
Financial Service
Officer I
8/18/2014

Pass: 2/2

To: 3253663

Aug-18-2014 23:28 From:

0002.0002

CAVE ENTERPRISES

08 18 2014 12:17 FAX 15053253663

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-15 08:42:22.895030

Files Not Recieved: 0

if additional information is needed please let me know.



THOMPSON TOWING LLC

79 WHIPPORWILL RD. KNOXVILLE, GA 31050
210 NEW DUNBAR RD. BYRON, GA 31008
PH: (478) 836-8000 FAX: (478) 836-9154

#



DATE 8-8	TIME A.M. P.M.	REQUESTED BY										
LOCATION OF VEHICLE I-75 SB exit 122												
NAME [REDACTED]	PHONE											
ADDRESS [REDACTED]		ZIP										
MILEAGE	SERVICE TIME	EXTRA PERSON										
FINISH _____	FINISH _____	FINISH _____										
START _____	START _____	START _____										
TOTAL _____	TOTAL _____	TOTAL _____										
YEAR 12	MAKE / MODEL / COLOR Dodge charger	DRIVER										
STATE	LIC. NO.	VEHICLE I.D. NO.										
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY										
VEHICLE TOWED TO												
REMARKS 16 miles overage @ 4 mile Paid Cash Michael Radtke Jim M... [Signature]		<table border="1"> <tr> <td>MILEAGE CHARGE</td> <td>64.00</td> </tr> <tr> <td>TOWING CHARGE</td> <td></td> </tr> <tr> <td>LABOR CHARGE</td> <td></td> </tr> <tr> <td>STORAGE CHARGE</td> <td></td> </tr> <tr> <td>TOTAL</td> <td>64.00</td> </tr> </table>	MILEAGE CHARGE	64.00	TOWING CHARGE		LABOR CHARGE		STORAGE CHARGE		TOTAL	64.00
MILEAGE CHARGE	64.00											
TOWING CHARGE												
LABOR CHARGE												
STORAGE CHARGE												
TOTAL	64.00											
OPERATOR'S SIGNATURE												
AUTHORIZED SIGNATURE												

5985

Road Service

PRODUCT 513

877-768-5076

~~877-768-5076~~



SEQUOIA MOTORS

Buying and Selling Quality Pre-Owned Vehicles
"We Finance"



ROLL BACK

DAMAGE FREE TOWING

1122 A Watson Blvd.
Warner Robins, GA
31093
Tel: (478) 396-7770



WHEEL LIFT

Fast Dependable Service
Any Time - Any Place

02

R.O.#		DATE
[REDACTED]		8-11-2014
ADDRESS		TIME
CENTERVILLE, GA. [REDACTED]		

PHONE #	
[REDACTED]	

YEAR	MAKE	COLOR	STATE
2012	Dodge	GREY	GA.

V.I.N. 2C3CDXB67CH [REDACTED]

TOWED FROM 1817 WATSON BLVD WARNER ROBINS, GA.
TOWED TO Wild Heron Ln. Lizella GA.

MILAGE	LOADED	INROUTE
		FINISH _____
		START _____
		TOTAL _____
	TOWING CHG	95 00
	LOADED MILES	
	IN ROUTE	
	STORAGE	
	FUEL SURCHARGE	
	CLEANUP	
	TOTAL	95 00

REMARKS
PAID CASH!

Signature: [Handwritten Signature]

AUTHORIZED BY [REDACTED]

DRIVER'S NAME

WE APPRECIATE YOUR BUSINESS

#



RECEIPT

date \$ 1/14/14 No. 191473

received from _____ \$ 200⁰⁰

LABOR TO INSTALL ALTERNATOR dollars

for payment of _____

cash money order credit card check # _____

amount due		
amount paid	<u>0</u>	
balance		

from _____ to _____

signature [Signature]

DC250IWS

START CHARGES IF DIFFERENT

RENTER: [REDACTED]

DAY = CALENDAR DAY

ORIGINAL VEHICLE

[REDACTED]

VEHICLE: 100.00/DAY

COLOR: SILVER LICENSE NO. P684463
MODEL: FORD ECAR#

BILL TO: [REDACTED] COMPANY
ATTN: [REDACTED] PHONE EXT.

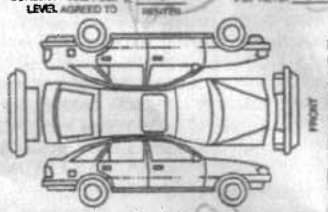
50.00/MILE CHARGE ABOVE
200/DAY
1/WEEKLY
8/MONTH

MILE-AGE IN [] OUT []
DRIVEN []

REFERENCE NUMBER: [REDACTED]

10/08/2014 10:10 AM

CONDITION AND FUEL LEVEL AGREE TO: []
OF KEYS: []
NO DAMAGE []
X-DENT - - - - - SCRATCH - - - - - D-MISSING
OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds



ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW: NO OTHER DRIVERS PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND [REDACTED]

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF [REDACTED] AND THE FOLLOWING STATE(S): NO GA ONLY
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY (SEE PARAGRAPH 6) RENTER X
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE. RENTER X
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 10. RENTER X
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 17. RENTER X
RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 15. RENTER X

DM OR DMV \$15.00/DAY
PDI \$25.00/DAY
SLP \$33.00/DAY
RAP \$7.99/DAY

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATION DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY, TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT MY CREDIT CARD(S) IS VALID AND IS NOT SUSPENDED, EXPIRED, R [REDACTED]

REPLACEMENT VEHICLE

RENTER: [REDACTED] DATE: 09/09/2014
OWNER REP: X ENPL # E73119

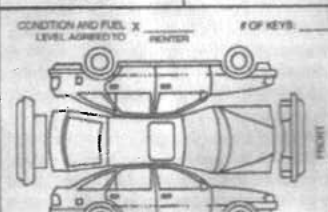
FUEL CHARGE \$1.91/GALLOON

COLOR: [] LICENSE NO. []
MODEL: [] ECAR# []
MILE-AGE IN [] OUT []
DRIVEN []

I WILL RETURN CAR BY:
DATE: 08/11/2014 TIME: []
DEPOSIT(S): AMOUNT: 157.22 PAID BY: []
08/11/2014 11:57:22 [REDACTED] 08/09/2014

RENTAL TAX \$3.00/DAY
SALES TAX 7.00% RENTAL
NET REG \$1.50/DAY

CONDITION AND FUEL LEVEL AGREE TO: []
OF KEYS: []
NO DAMAGE []
X-DENT - - - - - SCRATCH - - - - - D-MISSING
OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds



ADDITIONAL INFORMATION: 6 Days of Rental
8/8/14 - 8/14/14

TOTAL CHARGES
DEPOSITS
REFUNDS
AMOUNT DUE
CLOSED BY
PAID BY: CASH CHECK
RECEIPT OF CASH REFUND: DATE AMOUNT R1

REFERENCE	SHIP VIA	SHIP DATE	TERMS	STORE	CODES	B/O
		08/13/2014 11:52	CASH SALE	Maco	D JAY	

100235.000
AUTO WORLD MECHANICS
4962 WILD HERON DR
LIZELLA, GA 31052

SHIP TO: AUTO WORLD MECHANICS
4962 WILD HERON DR
LIZELLA, GA 31052

CHECKED BY: _____ PULLED BY: _____

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS #

ITEM NO.	QUANTITY			PROD. LINE	PART NUMBER	DESCRIPTION	List Price	UNIT PRICE	EXTENS
	ORDERED	SHIP	B/O						
1	1	1		REM	11069	ALTERNATOR CORE	708.48	341.79	341
2	1	1		REM	11069	ALTERNATOR CORE	708.48	50.00	50
								50.00	
							Merchnds		341.

08/13/2014 11:52

Cash Tendered 341.79

TOTAL 341.

REC'D BY _____ ... NO REFUNDS AFTER 30 DAYS. NO RETURNS WITHOUT RECEIPT.

..... NO REFUNDS ON SPECIAL ORDER OR INSTALLED PARTS

5775588 ***** CASH INVOICES *****

CASH I

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS

CAIRS REPOTS

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL5CT5	BH [REDACTED]	Open Date	05/14/2011	Built Date	12/23/2010
Model Year	2011	Body	LDDP48	DODGE CHARGER R/T RWD FOUR DOOR SEDAN		
In Service Dt	02/26/2011	Mileage	3,001	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	68341	NORTHGATE CHRYSLER DODGE JEEP, INC.				
Dealer Address	[REDACTED]					
Dealer City	CINCINNATI	Dealer State	OH	Dealer Zip	45251	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HAMILTON OH	[REDACTED]	Country	UNITED STATES		

Corporate - Survey By-Pass - Default - Default - Default	NOt sure when customer is going to take vehicle in for repair
Dealer - Service/Body Shop - Transaction - Insufficient Follow-Up - Default	no return call
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	third visit
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	vehicle stalling

Customer has brought vehicle to dealer 68341 for the third time for a total of two weeks since purchasing vehicle two months ago. Customer is asking why the dealer has not been able to diagnose and is upset that they have not even called in a week to update. Customer would also like some type of compensation due to the amount of time at dealer without vehicle.

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

Preferred Morning/Midday call back number is [REDACTED] home After 6 PM EST only

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

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

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?68341

Reassigned to 88F

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

Still under warranty

Has a MAX CARE

1st owner, previous 4, current 1

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

Customer states that the last time he took it in was the last week saturday. He states that he has not even heard from the dealership at all. He states that the vehicle will run fine for a couple of weeks and then it drains the battery. He states that he has told them that it is the service keyless ignition system. He states that all they do is re-charge the battery. He was informed that the dealership would be contacted for further information. He states that he felt like a fool

because he was told that he was leaving something on. He states that he was told by a SA that even if leaving something on, it would eventually go off. He states that also the dash lights go on suddenly. He feels that this is very frustrating. He was provided with case managers contact information.

Steve, SM who stated they re waiting for parts. He mentioned they re working with STAR on getting this fixed.

Writer called Steve one more time and informed him that the case will be send as a D2D in order to have DM and STAR involved.

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 battery keeps draining.

Agent called dealer and spoke to Steve, SM informed that CAIR was being sent. Please update this CAIR with resolution.

#####

***** Below Corporate Resources Contacted *****

TAPS

on 2011-05-19 @ 11:04

REASSIGNED TO BC/DLR 42 68341 05/19/11 11:09 O [REDACTED]

Caller requesting to speak with Case Manager.

Customer wants a call from his Case Manager and from the Dealer to assure him that they are getting his concern resolved.

*Contact Date:05/20/2011

Service / Parts Director at the dealership has updated the Cair# [REDACTED]

Parts have been ordered.

***** START OF SUPPORT ESCALATION FROM STAR USA by T0476KS*****

Please have the dealer contact the star center for further technical support if needed. Thanks

***** END OF SUPPORT ESCALATION FROM STAR USA*****

RO number 314765 repaired vehicle via door handle replaced.

still needs door handle. Checked with parts department. Part arrived today.

Per Steve Fletcher, door handles arrived, customer was notified but is too busy to visit dealer this week. No further action. _

Repairs to be made when customer has opportunity to return to dealership.

Writer called the customer, got vm. Left a vm indicating case was going to be placed on hold.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG0BH [REDACTED]	Open Date	06/06/2011	Built Date	01/12/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/11/2011	Mileage	3,060	Dealer Zone	71 LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PRY	REDLINE 3 COAT PEARL			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	43554	YUCCA VALLEY CHRYSLER CENTER			
Dealer Address	55288 TWENTYNINE PALMS				
Dealer City	YUCCA VALLEY	Dealer State	CA	Dealer Zip	92284
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	TWENTYNINE PALMS CA [REDACTED]	Country	UNITED STATES		

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Dealer - Service/Body Shop - Personnel - Cooperative - Service Management	
Product - Electrical - Battery - Complete Failure - Default	

CPS Survey Record Received Date: 06/06/2011

Survey Number : BH50 [REDACTED]

Quality Survey ID Number: 188504054

Survey Date : 06/01/2011

VIN Number : 2B3CL3CG0BH [REDACTED]

Mapping Class : Non-Legal/Non-Dealer

Event Type : 1st Warranty Visit

CPS Score : 10

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

There were no customer s comments from the survey.

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

[REDACTED]. Customer was contacted and some one answered the phone indicating that customer was not at home and requested to call him back later. Writer left a message asking to contact the agent and provided the agent s direct extension.

2nd attempt made to contact customer. Writer called the customer who said that the vehicle is having problems with the battery which once in a while is death. He said that the vehicle had been taken in to the dealer for diagnosis and replaced the alternator which did not fix the problem.

He said that the vehicle had been taken in to the dealer once again and replaced the PCM. After the second attempt, the vehicle had been repaired but he is not sure when it going to happen again. Customer was informed that his complain will be documented for future reference.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL5CT7 BH [REDACTED]	Open Date	07/29/2011	Built Date	06/10/2011
Model Year	2011	Body	LDDP48	DODGE CHARGER R/T RWD FOUR DOOR SEDAN	
In Service Dt	06/29/2011	Mileage	2,000	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PX8	PITCH BLACK			
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE			
Dealer Address	11101 NURSERY FIELDS DRIVE				
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JACKSONVILLE FL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Battery - Other - Default	Battery light has come on twice.
Product - Drivability - Unknown - Hard Starting - Default	Customers remote start would not always work
Product - Electrical - Power/Engine Control Module - Defective - Default	PCM Required replacement
Product - Transmission / Transaxle - Gear Selector / Linkage - Hard Shifting - Default	Problems shifting into another gear, reverse sometimes not work
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Sunroof not operate properly when used, also opens and closes by itself
Product - Drivability - Unknown - Stalling - Default	Vehicle would stall out after starting to 'drag'

Customer calling to file a complaint concerning their new vehicle, and inquired on how to proceed with either replacement or buying back the vehicle.

As per AC Document# 22443 Agent referred customer to review the blue and white booklet that is in their owners manual packet, or to visit their Attorney Generals office for further information.

Customer s complaints are as follows:

Customer stated that their keys first didn t work properly with their vehicle.

The sunroof wouldn t operate properly and while driving the sunroof would open and close by itself.

Right side headlight would flicker on and off intermittently. The right side head light is also noticeably dimmer than the left side headlight.

PCM, required replacement.

Battery light came on twice,

The remote start would not start the car sometimes.

When starting the car manually sometimes you couldn t get it to change gears. Other times the car would be placed in reverse but not move when gas was applied. Customer would have to put it back into park and back into reverse.

The car stalled while driving on customer, vehicle drives like its dragging and about to shutdown.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CGX	BH [REDACTED]	Open Date	08/12/2011	Built Date	02/02/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/31/2011	Mileage	10,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	67881	SOUTHLAND CHRYSLER INCORPORATED				
Dealer Address	1096 HIGHWAY 280 WEST					
Dealer City	CORDELE	Dealer State	GA	Dealer Zip	31015	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	[REDACTED]
	AMERICUS GA [REDACTED]				Country	UNITED STATES

Corporate - Outbound - Corporate Initiative - Link and Chase - Default	LDRS11 Follow Up
Product - Drivability - Unknown - Stalling - Default	vehicle 'cut off' and would not restart
Corporate - Roadside Services - Warranty - Towing - Default	

Roadside Assistance Contacted - DATE : 2011-08-12
 Road Side File Created 08-12-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]

TRAIL LANE
 AMERICUS CORDELE
 GA USA GA
 ALTERNATE # [REDACTED] //,GPS POI - DISTANCE 194
 DEALER CODE : 67881 SOUTHLAND CHRYSLER INCORPORATED
 ***** LDRS11 Follow Up *****

Please follow up with Customer, provide direct line and assure that vehicle is repaired and Customer is satisfied with Dodge product.
 Roadside file suggests tow event to: 67881
 ***The dealer said the vehicle cut off and would not restart. It had a dead battery when it was towed there. They did the open rrts and tested it before returning it to the owner. A message was left for the owner with the file # and my direct line for further contact.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CGX	BH [REDACTED]	Open Date	08/15/2011	Built Date	03/02/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/02/2011	Mileage	5,000	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	NORTH EAST MD [REDACTED]	Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Customer states Dealer corrected issue, concerned may recur.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer upset with vehicle losing all power.
Product - Drivability - Unknown - Stalling - Default	

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

Remote system, battery and being stranded!

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

I bought my 2011 Dodge Charger in May 2011. I have had a rental car for 4 times now! I am tired of being stranded with a new car! I have never been stranded with all of my used vehicles! I decided to buy a brand new car for

the first time in my life and this is what happens??!! So, on the third time, I can call it a lemon car right?? If it goes in the shop one more time I am going to ask for a whole new car! I can't handle all the problems

with this car! I LOVE my Dodge Charger, but not with all of these problems!

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

Dear [REDACTED]

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

I am sorry to learn of the problems you have encountered with your vehicle stalling. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page. We have documented your concerns regarding this matter and do appreciate the time taken to share them with us. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Although we hope the repairs recently conducted by your authorized Dealer have resolved your concerns, if you continue to experience the symptoms described in your email message, please do not hesitate to contact us using the link provided below.

Thanks again for your email, [REDACTED].

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2C3CDXBG9	CH [REDACTED]	Open Date	03/29/2012	Built Date	10/15/2011
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	02/02/2012	Mileage	4,707	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	39705	FRED FREDERICK CHRYSLER LAUREL INC				
Dealer Address	43 WASHINGTON BLVD					
Dealer City	LAUREL	Dealer State	MD	Dealer Zip	20707	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SEVERN MD [REDACTED]			Country	UNITED STATES	

Product - Electrical - Battery - Other - Default	Electrical system drains battery
Product - Steering - Power Steering Pump / Bkts - Other - Default	Power steering pump needs to be replaced
Corporate - CNA Change - Default - Default - Default	Update personal information
Product - Engine - Unknown - Other - Default	Vehicle won't start

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

Briefly summarize why the customer is contacting Chrysler:

Caller Damon Acoff states that he is having issues with this vehicle and caller states that he is not happy with this vehicle nor is he happy with the dealership. FRED FREDERICK CHRYSLER JEEP. Caller states that he is having intermittent stalling issues with this vehicle and caller states that the dealership has been unable to diagnosis the problems with the vehicle. Caller states that the vehicle has been at the dealership 9 times since he has owned the vehicle. Caller also states that there is a power steering pump issue with the vehicle as well.

Briefly summarize what the customer is expecting:

Caller expecting a callback in regards to the issues that he is having with this vehicle as well as having these issues repaired on his vehicle as well.

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

Caller states that the vehicle has been at the dealership for the past 4 days, and caller states that he wishes to have his vehicle repaired and returned to him. Caller has also mentioned lemon law throughout the telephone call.

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? FRED FREDERICK CHRYSLER JEEP

Reassigned to 96F

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 at [REDACTED].
5th attempt made to contact customer. Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG5BH [REDACTED]	Open Date	04/23/2012	Built Date	05/19/2011	
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	06/30/2011	Mileage	16,963	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	45035	CROWN DODGE OF FAYETTEVILLE				
Dealer Address	436 NORTH MCPHERSON CHURCH ROAD					
Dealer City	FAYETTEVILLE	Dealer State	NC	Dealer Zip	28303	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CARTHAGE NC [REDACTED]			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer was not provided rental assistance through his SC
Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall	Door handle was on back order
Referral - Service Contracts - Default - Default - Default	Product information
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Recall - Default - Default - Default	
Product - Electrical - Body Control Module - Defective - Default	

CPS Survey Record Received Date: 04/23/2012
 Survey Number : BH59025703
 Quality Survey ID Number: 206750850
 Survey Date : 04/17/2012
 VIN Number : 2B3CL3CG5BH [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 2

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

Customer s comments from the survey:'The dealership as a whole is okay. I really liked the sales staff last year when I bought the car. They were helpful. I ve enjoyed the Charger quite a bit. The recall on the door handles that occurred just recently is something I m very understanding about because I know there were a lot of changes to the Charge for the 2011. All these electronics and stuff, so there s going to be bugs, and stuff. But I ve been having a problem. My car battery has died three times to the point where I can t even get into the trunk because it goes completely dead. So I bring it to the dealership. I get an oil change and a tire rotation and balance, and I said can you test the battery, and the alternator because something is draining my battery. It s died three times . They do all that and they said the battery s fine, and I say it s happened three times. So I know it s not me just leaving a dome light or something. Could it be the alternator? They said no, we don t think so blah, blah. So the it happens again and I have to bring my Charger to Advanced Auto for them to test the alternator, and say it s not quite putting out what it needs to. Then I bring it back to the dealership, and finally they ran a full diagnostic and found out where the electronic

modules was faulty, and it was draining the battery. This was this past Friday, so I have to leave my brand new less than a year old car over the weekend, and here it is the weekend and I m stuck on Fort Bragg, and can t pick it up until Monday while they get this part in. I m still waiting on the door handles. Hopefully they replace those by Monday too. The dealership or Dodge doesn t provide me with a rental car. They don t have something like that. I even called the dealership to ask... I have the highest service plan, so I called them and said can you do a rental car , and they said Dodge doesn t do that at all. Then I look on the pamphlet of my service plan, and it says they provide a rental car up to \$35 a day. So they didn t even know what my service plan covered, so my brand new car is stuck at the dealership for four days. I didn t get a rental car and it s just extremely frustrating.'

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

██████████. Writer called the customer who said that some electronic devise was draining the battery and the vehicle died out. Therefore, customer was very disappointed with the dealer due to he had to return to the dealer for the same problem until they found that the electronic devise was causing the battery drained. He said that the dealer did not inform the customer that he had an aftermarket SC that covers alternative transportation. He said that the SM put in to the dealer s system that he has aftermarket SC for future reference. He said that the dealer had called informing that the part has arrived to perform the recall.

Customer was informed the dealer concern will be forwarded to the dealer for correct action and documented it for future reference.

Customer wanted to know SC information as well as pricing information.

Customer was provided the SC Sales department for further information.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG0BH [REDACTED]	Open Date	06/01/2012	Built Date	02/09/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	02/12/2011	Mileage	26,000	Dealer Zone	35 WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	68260	SPIRIT CHRY-DODGE-JEEP			
Dealer Address	1945 KINGS HIGHWAY				
Dealer City	SWEDESBORO	Dealer State	NJ	Dealer Zip	08085
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SWEDESBORO NJ [REDACTED]	Country	UNITED STATES		

Product - Electrical - Alternator/Voltage Regulator - Other - Default	Alternator Issues.
Product - Engine - Cylinder Head / Gskt - Other - Default	Gasket Replaced.
Product - Electrical - Remote/Key Fob - Default - Default	Key Fob Battery is Dying.
Dealer - By-Pass - Default - Default - Default	Multiple issues
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Passenger Side Speaker is Blowing Out.
Recall - M10: ABS/ESC WIRING - Information Request	Recall Time.

Briefly summarize why the customer is contacting Chrysler:

Customer is contacting Chrysler to determine how long it will approximately take to have recall M10 performed. Customer also wishes to submit a complaint for lemon law due to all the issues with their vehicle and would like to know what Dodge can do.

Agent advised the caller that the recall work will take approximately 1 hour. Agent advised the caller that they are NOT actually filing lemon law or any formal process by contacting us and to refer to the Lemon Law booklet that is included with their owner s manual packet or to contact their State s Attorney General s office for more information.

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

Preferred call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

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

Reassigned to 88L

2nd Owner, does NOT qualify for Lemon Law refer to 96f

Status update provided via email to the following email address:

Dear [REDACTED]

Case Number: [REDACTED]

VIN: 2B3CL3CG0BH [REDACTED]

Vehicle Description: 2011 DODGE CHARGER SE RWD FOUR DOOR SEDAN

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

Case number: [REDACTED]

Chrysler case Management telephone number: 855-525-5085

My Direct Extension: 4720282

My work hours: 9:30am-6:00pm eastern time, Monday-Friday
I will be contacting you within the next business day.
Note: This is a system generated message. Please do not reply.
Sincerely,

Aly

Case Manager

End of Status Update

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

██████████ Left Message.

Customer calls to speak with their Case Manager AA1093 at 855-525-5085 and extension 4720282 for further assistance

CM aware

CM called DLR 68260, spoke to SA Misty. SA stated that Customer was in DLR last on April 20th, and the Alternator was replaced. SA stated that back in Jan. the cylinder head was replaced and the BCM was flashed. CM thanked SA. Ended call.

CM called Customer at ██████████. Customer stated that the engine is still not running smoothly since the cylinder head was replaced and that the Recall needs to be done. Customer stated that tomorrow at any time or Friday any time. Customer stated that he also needs his speak checked because it sounds like it is blown. CM notified Customer that CM will call DLR to schedule an appointment for him and call him back with a date. CM notified Customer that the speaker will most likely be covered under his warranty if it is shown to be a manufactures defect, that the Recall will have to be inspected to determine if the recall is needed and that the engine s performance will have to be diagnosed. CM will call DLR, and call Customer back. CM thanked Customer. Ended call.

CM called DLR 68260, spoke to SA Misty, SA stated that she cannot fit Customer in until next week. SA stated that next Wednesday would be the earliest she can get vehicle in at 8am. CM notified SA of Customers concern with Recall (DLR has parts in stock if recall is needed), Speaker (DLR is aware that Customer was notified that it will have to show a manufactures defect), and Engine Performance (which will need to be diagnosed). CM will call Customer to see if Next Wed. at 8am will work. CM thanked SA. Ended call.

CM called Customer at ██████████. CM notified Customer that the earliest the DLR can get the vehicle in would be next Wed. at 8am. Customer stated that, he can make that appointment and that he might drop the vehicle off earlier. CM notified Customer that CM spoke to SA Misty and if Customer has any questions to feel free to contact her. CM thanked Customer. CM will follow up next week after diagnosis. Call Ended.

waiting on service date

CM called Customer at ██████████. Left Message.

CM called Customer at ██████████. Customer stated that he was not able to get vehicle into DLR yet but would like CM to contact DLR and schedule a service date for any day before 2 pm. CM notified Customer that CM will contact DLR and call Customer back. CM made Customer aware that CM will be out of town next week. CM thanked Customer. Ended call.

CM called DLR, spoke to SA Bill. SA stated that Customer can come in on July 5, at 7:30. CM made Bill aware of Customers concerns. CM thanked SA. Ended call.

CM called Customer at ██████████. CM notified Customer that his appointment is July 5, at 7:30 am. CM notified Customer that CM will follow up with Customer the week CM returns. CM thanked Customer. Ended call.

CM is following up next week.

CM called DLR 68260, spoke to SA Ted. SA stated that Customer has not been to DLR since April. CM thanked SA. Ended call.

CM called Customer at ██████████. Left Message.

CM called Customer at ██████████. Left message.

CM called DLR 68260, spoke to SA Ted. SA stated that the Customer has not called back into the DLR at this time to reschedule a diagnosis date. CM thanked SA. Ended call.

Reviewed case. Customer has not brought his vehicle in for diagnosis; customer was scheduled to come in on July 5. Dealer was contacted and advised customer did not come in. Several attempts to contact customer and no response. CM to close case. Adding Survey Bypass per Answer Connect doc 23356.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2C3CDXAT8	CH [REDACTED]	Open Date	06/08/2012	Built Date	09/14/2011
Model Year	2012	Body	LDDE48	DODGE CHARGER POLICE RWD FOUR DOOR SEDAN		
In Service Dt	10/21/2011	Mileage	13,463	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	45323	STEW HANSEN DODGE CITY JEEP				
Dealer Address	12103 HICKMAN RD					
Dealer City	URBANDALE	Dealer State	IA	Dealer Zip	50323	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	MARSHALLTOWN IA [REDACTED]	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

06.08.12

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

VEHICLE LOCATED AT:

STEW HANSEN DODGE CITY JEEP

12103 HICKMAN RD URBANDALE IA 50323 515-331-2900

alternator overheated / fire in engine

Per OGC Matrix, reassigned to 82T. MG17

6/11/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 06-11-2012 14:21

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 06-11-2012 14:21

CCRG Open Date: 06/08/2012 14:16:39

Letter Sent: Acknowledgement 06/13/2012 07:58:48

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/16/12 AT 13:01:30 22305874

Customer Assistance Inquiry Record (CAIR)#**22373180**

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	06/28/2012	Built Date	02/16/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/06/2011	Mileage	40,000	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	45126	PARK PLAZA DODGE				
Dealer Address	7911 W. ROOSEVELT ROAD					
Dealer City	FOREST PARK	Dealer State	IL	Dealer Zip	60130	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	WOODRIDGE IL [REDACTED]			Country	UNITED STATES	

Product - Electrical - Battery - Other - Default

New battery

Briefly summarize why the customer is contacting Chrysler:

[REDACTED] called in this evening due to her vehicle just clunk on her tonight, broke down. Dealership told her she needs a new battery. Customer feels this is incorrect that she will need a new battery already. Now awhile back she had the vehicle into the dealership many times for a rewiring issue. Customer believes that ever since the rewiring occurs that more problems started with her vehicle. Today all the doors locked, went completely dead. The cost for the new battery is \$250.00, and customer can't afford it. Customer was told by Mark the vehicle will be ready Friday, but later this evening another gentleman from the dealership said nothing can be done till Monday. Mark from the dealership gave her a loaner car, but has to bring it back tomorrow. Customer states she keeps putting money into the vehicle, and maybe it's a lemon.

Briefly summarize what the customer is expecting:

Assistance for the new battery.

Who has possession of the vehicle?dealership

Has an authorized dealer diagnosed the vehicle?Hawk Chrysler

If a CDJR dealer has diagnosed, what is the dealer name and code?yes

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates [REDACTED]

Reassigned to:88f

Status update provided via email to the following email address:

[REDACTED]

Hello,

My name is Adrina & I have been assigned as your Case Manager. Here is some information that may be helpful for you to have:

Case Number: [REDACTED]

CustomerAssistanceCenter: 800-763-8422

My Direct Extension: 66262

My Hours in Office: M-F, 7:00am-3:30 pm, Mountain Time

I will be contacting you by phone shortly to review your case with you.

Thank you so much for your time and being a valued Dodge customer.

End of Status Update

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

Original owner

TWO YEAR MAX CARE PLUS - UNLIMITED MILES-active SC

Has owned 2 new with 1 NEW in household

Out of warranty

Agent attempted to contact dealer Service Manager (SM)- Matt Murphy, however, SM not available. Left message for a return call at extension 66262.

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

Writer spoke with customer Devette Cobbs. Customer stated her vehicle shut down and was towed to dealership. Dealership called customer and informed her they could not check or look at the vehicle unless customer purchased a new battery. Customer has been back 5 times for rewiring since customer purchased the vehicle. Just had vehicle into dealership for recall in the beginning of June, 2012 on the ABS system. Something was rattling in the vehicle ever since the recall was done. Dealership stated it could be something with the rewiring or the keyless system. Customer does not understand why she would have to purchase a new battery just for the dealership to diagnose the vehicle. Customer believes she may have a lemon. Customer states the panic button on the key fob does not work. Customer states her service advisor is Mark. Customer needs to know something today because the loaner vehicle needs to be returned. Writer was empathetic with customer. Writer advised SM must be contacted to confirm concerns and to see if we may authorize a rental for customer. Writer stated customer will be updated before the end of the day. Customer understood.

Writer called dealership 45126 at 708-366-1001. Spoke to service advisor John who stated that enterprise is only open for about 20 more minutes. John also stated that this customer has a max care service contract which covers up to 5 days of rental.

Writer called customer [REDACTED]. Left message follow up 7/2/12.

Writer called customer alleges it was the battery then the dealership states it was the wiring. Customer states that the vehicle concern is have to be electrical. Customer states that the dealership informed the customer that the vehicle was smoking and might catch on fire. The vehicle locked on the customer when it was 90 degrees outside. Dealership has had it since Thursday and the dealership still can't determine what is causing it to smoke. Customer knew it wasn't the battery. Customer has problems since the second day driving home the lights went out. Customer really feels that this is electrical problem. Customer wants a different vehicle customer doesn't want to be in an unsafe vehicle. Customer has a fear that the vehicle will lock again and start on fire while the customer is trapped in the vehicle. Customer feels something is seriously wrong with this vehicle. Customer states the wire was burning and the car started smoking. Customer feels really unsafe

Email sent to Matt, SM requesting updated diagnostic information and willingness to assist customer with repair.

Customer requesting to speak with case manager, writer was able to conference customer with AB1360 at ext. 66262.

Writer accepted call from customer, [REDACTED]. Customer states the dealership called her this morning and stated the vehicle is ready.

Wiring for alternator coming to the battery was the cause of the problem and customer was informed she would have to pay \$331.00 for deductible and battery. Customer does not feel she should have to pay for a new battery because the wiring caused the damage. Writer stated the SM will be contacted for details on repair costs and customer's deductible.

Writer stated customer will be updated shortly. Customer understood.

Writer contacted SM-Matt to confirm lines 87-94. Wiring issue customer is referring to is the recall M10. SM stated the vehicle was towed in with no key and was completely dead. Service contract is covering the alternator for \$833.27. Battery is not a covered item and with deductible and battery, customer will have to pay \$331.53. Writer thanked for information.

Per lines 95-100, SM stated the concerns now are completely separate from the issues occurred in recall M10.

Writer attempted to reach customer to inform of lines 95-102. Left message advising of lines 95-102 informing customer will have to pay \$331.53. Follow up 07/09/12 to confirm repairs.

[REDACTED] called in to speak to her case manager AB1360. The customer's email address is [REDACTED]. The customer has no

secondary phone number to provided.

Writer transferred to AB1360.

Writer accepted call from customer, [REDACTED]. Writer informed of lines 95-102. Writer explained to customer that the concern with the battery is a completely separate issue and at this time, customer will have to pay for the battery and her deductible. Writer apologized for any inconveniences and informed customer we will follow up 07/09/12 to confirm repairs. Customer strongly disagrees and states she will write a complaint letter. Customer expressed extreme dissatisfaction and advised writer not to worry about it. Customer agreed to follow up on 07/09/12.

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

[REDACTED] left message

Writer dialed customer at [REDACTED] to confirm repairs were completed and everything was to customers satisfaction. Writer could not reach customer but did leave a message

Status update provided via email to the following email address:

[REDACTED]

CAIR #:

This is Amber with Dodge Customer Care contacting you in behalf of your Case Manager Adrina who has step out of the office for the day. I was trying to reach contact with you to confirm repairs and make sure everything was to your satisfaction. I will have adrina give you a call back tomorrow on 07/12 to confirm the repairs have been completed. Thank you once again for being a valued customer to Dodge.

Case Manager Amber

End of Status Update

Writer called dealership 708-366-1001. SM Matt state that the vehicle has been repaired and released to the customer.

Writer called customer [REDACTED] Left message advising since vehicle has been repaired and releases. The case will close in 7 days unless customer makes contact, writer advises case closure for 07/19

Per lines 137-139 this is the fianl contact for customer.

Writer called customer [REDACTED] no answer left message that this is the final contact if customer has any concerns and questions to call back in. Per threshold guidlines Case mananger can now close case. Out bound contact has been attempted.

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

Writer is submitting case for survey by-pass.

Case does not need a Survey By-pass.

Returning case for closed loop.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG9 BH [REDACTED]	Open Date	07/12/2012	Built Date	02/14/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	06/18/2011	Mileage	28,000	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	45393	CLEAR LAKE DODGE			
Dealer Address	15711 GULF FWY				
Dealer City	WEBSTER	Dealer State	TX	Dealer Zip	77598
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOUSTON TX [REDACTED]	Country	UNITED STATES		

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer is waiting for the alternator.
Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	Customer needs a new alternator.
Corporate - E-Reimbursement - Default - Default - Default	Reimbursment for battery
Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall	
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer is waiting for an alternator that is on back order. Customer states they also need a new back order.

Briefly summarize what the customer is expecting: To get her vehicle fixed as soon as possible.

Agent contacted Georgio in the parts department and got the part # (4801779AG) and the order # (220711). Georgio stated that there is no ETA.

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? 45393

Reassigned to 88F

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

Status update provided via email to the following email address:

[REDACTED]
Dear ADRIAN M CERVANTES

My name is Melanie and I have been assigned as your case manager. Here is some information that will be helpful for you to have:

Your case number [REDACTED]

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

My direct extension: 66356

My work hours: 10:30am-7:00pm Eastern time Monday-Friday

I will contact you by the end of my shift today by telephone to review your case with you

End of Status Update

Customer is the original owner of the 2011 DODGE CHARGER SE RWD FOUR DOOR SEDAN

No SC

Still in Warranty

1 new and 1 used

Writer contacted SM SM stated that the back order part is suppose to be in to the shop by Tuesday 7/17.

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

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66356 2nd attempt made to contact customer. Left message.

[REDACTED] called to speak to CM MJ444. Writer spoke with CM and warm transferred customer to CM MJ444.

Customer called writer and stated that her vehicle broke down on a weekend and Dodge told her to buy a new battery and she would get reimbursed for it since it was a weekend and now and they are telling her they need more documents but she says they bought the wrong one and it ruined the alternator.

Writer contacted Danny in service and he told writer that they were going to replace the alternator under warranty but not the battery for \$298.00

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

[REDACTED] on 2012-07-17 @ 17:50

Writer attempted to call customer and writer left a message

Writer attempted to call customer could not leave a message since mailbox was full

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

[REDACTED] on 2012-07-31 @ 12:30

Customer called in and wanted to know if her case manager ever sent her the link. Writer informed her that the case manager sent her the link on July 17th and her case manager was waiting for her to respond back with her documents. Customer stated that she did receive the link but did not use it. Writer informed her that another link will be sent to her and there will be no follow up call unless there are any discrepancies that need to be clarified.

Writer attempted to call customer and could not leave a message the mail box was full

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

[REDACTED] on 2012-08-09 @ 14:26

Customer contact attempt, Mailbox full

2nd attempt made to contact customer. Left message.

Writer contacted customer to inform customer that we have not received her documents and customer would like the mailing address sent to her via email since she was driving.

Status update provided via email to the following email address:

[REDACTED]

Here is the information for sending in the documents for you request for reimbursement.

Chrysler Customer Care

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

Your case number is [REDACTED]

This is your VIN # 2B3CL3CG9BH-[REDACTED]

End of Status Update

Caller [REDACTED] requesting to speak with Case Manager

Transferred to: nic MJ444 voice mail

Customer calls to speak with their Case Manager. Transferred to the case management ext#66356.

Writer attempted to call customer and left message

Customer is calling back to get the address to send her documents for the second time.

Writer provided the information from the lines 80-83.

Customer appreciated the information.

Writer attempted to call customer and left a message

Writer called and spoke to customer and customer stated that they have sent in the documents and writer gave customer the address one more time.

Writer attempted to call customer and left a message

Status update provided via email to the following email address:

[REDACTED]

Hello [REDACTED]

This is Melanie your Case Manager at Dodge and we still have not received your documents on the reimbursement. I will contact you on 10/2 due to me being out of the office until that time.

Thank you

End of Status Update

POSTMARK DATE: 092112; DATE RECEIVED: 092512

Writer paper clipped documentation.

Writer called and spoke to SA and SA stated that he charged the customer \$243.20 for the new battery in her vehicle. SA stated that the cause of failure is that it is an aftermarket that was too small for the vehicle so it did not give it enough charge.

Writer called and spoke to customer and verified customer's address

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for battery

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

n/a

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

n/a

Enter the Mileage at the time of the repair.

27,000

Enter the Date when the repairs were completed.

7/19/2012

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

\$120.00

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

\$110.00

What is the total Tax to be reimbursed?

\$13.20

What is the total amount being reimbursed?

\$243.20

****End structured narrative T2 - eReimbursement

Approved

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	08/02/2012	Built Date	02/15/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/23/2011	Mileage	40,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	23295	WHITTEN BROTHERS INC				
Dealer Address	10701 MIDLOTHIAN PIKE					
Dealer City	RICHMOND	Dealer State	VA	Dealer Zip	23236	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	CARTERSVILLE VA [REDACTED]				Country	UNITED STATES

Corporate - Survey By-Pass - No Authorization - Default - Default	Dealer offered goodwill to this customer. No CAC authorization.
Product - Electrical - Alternator/Voltage Regulator - Steam or Smoke - Default	smoke from alternator
Corporate - Warranty Coverage - Default - Default - Default	warranty information

Briefly summarize why the customer is contacting Chrysler: Caller [REDACTED] (husband) states bought vehicle less than a year ago and only has only 40,000 miles and has taken vehicle in a number of times for different issues. Recently he states smoke was coming out of alternator, lights were flashing, and it wouldn't start and was told by dealership it was the battery.

Briefly summarize what the customer is expecting: Customer wishes to speak to someone regarding his concerns that dealership is not giving him satisfactory diagnosis and ongoing issues and wants to be assured he has not made a mistake by purchasing a Dodge.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: none provided

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 23295

Reassigned to 96F

***** CASE MANAGER TEAM - District 96 U *****

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

[REDACTED]. CM advised customer of the initial contact information and case number. In addition, CM advised that she would follow up with the dealership on tomorrow. Customer states that the vehicle is at the dealership and that they have been charged \$100 unsure for what.

Customer also states that he believes the issue to be the alternator but that the dealership does not seem to recognize that as the issue. CM to follow up and advise the customer with her findings.

CM attempted to contact the dealership, put on hold, no one in service picked up. CM to follow up on tomorrow.

CM attempted to contact the SM Steve, SM unavailable, CM was transferred to the voicemail however CM could not connect.

CM contacting SM Steve to advise on the status of the vehicle. SM was not available, call center agent Cindy advised that the notes indicate the internal cost to be \$714.60 and customer pay \$99.50. CM advised that she has to confirm that information with the SM Steve so that she could follow up with the customer and prepare to close, the case. CM waiting for a return call from the SM.

CM contacted the SM to confirm the previous warranty cost information that call center Cindy advised CM of on yesterday. After much research SM acknowledged that they replaced the alternator and the battery with customer warranty with the customer being responsible for a \$100 deductible. SM further advised that the customer has an open bill owing the money. CM to follow up with the customer.

CM attempted to contact the customer, customer was not available, CM left message with callback information. CM preparing to close case.

CM contacted the customer seeking an update on the completion of the repairs. Customer advised that the repairs were completed however he states that he paid for the battery and the \$100 deductible, customer was not happy about that. Customer also was upset that his gas tank was empty when he picked up the vehicle. CM advised prior to closing she would follow up with the dealership and advise him of the information.

CM contacted the dealership seeking status of the case. Service assistant advised that there is still an outstanding balance on the books of \$100 however assistant could not verify that keys to the vehicle were still on the board. CM seeking to follow up with SM Steve who is unavailable.

CM contacted customer seeking update. CM advised customer that per the dealership he had a outstanding balance of \$100. Customer stated that he had paid but did ask if CM could give him a return call after he update with his wife.

CM contacted the dealership, SM was not available. CM spoke with cashier Cindy. Cindy advised that the ticket remains open however the keys and the vehicle are gone. Cindy further adds that the dealership will probably eat the balance due of \$99.50. CM stated that she would follow up with the SM Steve and prepare to close.

CM contacted SM Steve Y. CM informed SM that customer had confirmed that he had picked up the vehicle and paid. CM noted to SM that his cashier indicated that the customer left an outstanding balance of \$99.50 which is likely to be written off, SM agreed and advised CM to close the case. CM closing the case.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG6BH [REDACTED]	Open Date	09/04/2012	Built Date	02/02/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/05/2011	Mileage	28,902	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PVG	TOXIC ORANGE PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	WACO TX [REDACTED]	Country	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2011 DODGE CHARGER SE RWD FOUR DOOR SEDAN
Product - Electrical - Battery - Other - Default	Battery Saver Mode Icon
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Buzz, Squeak, Rattle - Unknown	Rattle in right side dashboard
Product - Engine - Unknown - Noisy - Default	whining noise coming from under the hood when cold

Dealer called in stating they have an ECS customer dropping off vehicle for service.

Dealer Code: 45456

Service Manager/Service Advisor Name: SA Mike

Service Manager/Service Advisor Phone: 254-300-4368

Technician working on vehicle: n/a

VIN: 2B3CL3CG6BH [REDACTED]

Mileage: 28902

Customer Name: [REDACTED]

Customer best contact number: [REDACTED]

Descriptions of issue: Battery Saver Mode/rattle in right side dash/whining noise from under hood when cold

Writer verified dealer offered a free rental to ECS customer. Writer provided dealer with phone number 866-275-1420 and extension 4720287.

Battery saver message was the result of a failed alternator(no charging output). Dealership unable to duplicate any whining noise from under the hood, possibly the alternator making the noise prior to failure.TS authorized alternator repair.

Writer left VM for customer to return call...

Repairs completed on . Vehicle has been returned to the customer. writer will do 7 day follow up

***** Cair Closed*****

Writer dialed [REDACTED] & [REDACTED] both numbers disconnected.Repairs completed on 9/5. Vehicle has been returned to the customer.Unable to contact customer. No Follow Up Needed..

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	09/13/2012	Built Date	02/16/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	09/06/2011	Mileage	22,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	44952	MARK DODGE				
Dealer Address	3118 GOVERNMENT BLVD					
Dealer City	MOBILE	Dealer State	AL	Dealer Zip	36606	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	LUCEDALE MS [REDACTED]	Country	UNITED STATES			

Product - Drivability - Unknown - Other - Default	
Product - Electrical - Unknown - Other - Default	

9/13/12: Opened new CAIR and I2R Case to further assist customer. The original Case/CAIR number is [REDACTED]. mb981

9/6/2012 11:25:11 AM: User Comment by Kim Anderson: Spoke with owner and he is extremely irate. Said he has a lemon and Dodge needs to replace it. I asked him what his issue was with the vehicle. He kept repeating over and over he has taken vehicle in for repair 16 times and issue not resolved. I asked him again what was the issue. He finally said its electrical, its always electrical. Asked him to be more specific and he could not. I told him I could see where he has had it in repair about 9 different times but for various issues; door handles, ABS light, RRT, heated seats, keyfob, shifter bezel. He still would not say specifically but that has been in shop for 3 weeks. I asked him what they have determined. He said they told him there is water in the fuel tank. I told him that is very different than electrical. After much prodding, he said it had been stalling when driving down the road, he put gas in it, drove 60 miles and it stalled out- so he had to have it towed to dealership. He said Crown Dodge is lying, said there is no way you could drive 60 miles with water in your tank. He stated they could not figure out his electrical issue so they put water in the tank to try and get their money back. Said he has to pay \$3,000.00 to get his vehicle back (non warrantable issue). I asked him if they showed him the fuel and he said yes, they showed him a bottle with water in it but he does not believe it because he did not see them empty the tank. I told him the dealership can provide proof and documentation stating the fuel is bad for him to pursue the gas station owner. He said his insurance company told him they contacted station owner and was told his complaint is the only one- nobody else had a fuel issue. He kept cursing and complaining that Dodge should have replaced his vehicle months ago when he started complaining about the electrical. I told him not sure why but they did not offer to replace, they chose to repair and his electrical issues were resolved. He said he does not know if they are resolved because of the fuel tank issue. (he keeps trying to tie the electrical issues in with the fuel tank). I told him currently we are dealing with water in the fuel tank and a possible stalling issue. Asked what specifically he is seeking. He said he wants Dodge to pay the \$3,000.00 and/or replace his vehicle. Said

he is going to speak with an attorney. Told him I would check with dealership and look into it, then get back to him. He said okay and thanked me. ka286

9/12/2012 8:47:49 AM: User Comment by Kim Anderson: Called for Mike Service Manager at Crown, but he is with a customer. ka286

9/12/2012 11:19:33 AM: User Comment by Kim Anderson: Spoke with Mike Service Manager at Crown Dodge and he said they returned vehicle to owner yesterday. Completed the fuel tank repair and owner did pay the \$3,000.00. I asked him about the electrical issues. He said owner had been complaining about electrical issues and they had a data recorder on vehicle and it was driven over 400 miles when owner took it to Florida. There were no codes and no duplication. It was after this, owner returned with stalling issue due to water in the tank. He said TA and DM have been involved and he knows owner does not believe there was water in fuel tank and/or he thinks they put the water in tank. He stated when returning vehicle to owner they informed him he is now banned from this dealership. He stated then this morning owner called him and told him the vehicle was hard to start. Service Manager gave him names of other dealerships he should take it to.

>Called DM and left voice mail to call about this vehicle. kc286

9/12/2012 4:13:45 PM: User Comment by Kim Anderson: Spoke with owner and apologized for taking so long to get back with him. Told him have contacted DM to review his case, just not heard back from him yet. He stated he picked up vehicle yesterday, and it is still stalling and the starter grinds. Told me he tried to take it back to Crown but they will not allow him back. He made an appt at Roundtree in AL and they are going to diagnose it. Advised him I will contact DM again and get back with him tomorrow. He said okay and thanked me. ka286

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

When speaking with owner he stated not only still has the stalling issue, grinds when he try s to start it and also running lights will not come on. I read to him the notes from STAR case; 'The DRLs are the high beams on this one and are lit at a reduced intensity by the TIPM.' To let him know they may be on just not very bright. He stated no happy with Crown Dodge for banning him and not repairing vehicle and would be suing them. Also said again he believes they put water in his tank.

9/13/2012 KA286

Called Ivan Service Manager at Roundtree and left voice mail to call me about this vehicle.

>Spoke with Ronald SA at Roundtree and went over the history of this owner and issues; including his history with Crown. He said the vehicle is not there yet, but he did make appt and knows owner is coming. Told him I would authorize a rental for 2 days only, so owner can leave it. Explained to him all the various issues owner has had (including water in fuel tank). He said the only issue owner mentioned was that it was hard to start. Told him should he mention others like stalling that I am not sure anyone ever did a ride a long. Since they never could duplicate, I told I was wondering if he drives with 2 feet. Ronald said I understand what your saying, that may be the reason. Also told him the DM is aware of this vehicle/owner and I am waiting to hear back from him. He thanked me for calling and said he will let me know how it goes.

9/13/2012 KA286

Spoke with DM-SMH6 and explained situation with owner going to other dealership. He is familiar with owner and said he was at Crown in August and did see all the water that was in his fuel tank; said there was a lot. Explained to him owner is requesting reimbursement for that \$3000.00 and / or a replacement vehicle. He said not offering to replace the vehicle. Also told me he has been calling on Crown Dodge since 1988 and is extremely confident with there service and repair work. He also told me he does not cover Alabama.

>Spoke with Ron SA at Roundtree and he said they actually have not started on vehicle yet, will first thing in the morning.

>Spoke with owner and asked if they put him in a rental and he said yes. Said they were extremely courteous and nice and he appreciates that. Told him they were working on vehicle and I don t have an update yet. Just wanted to touch base with him. He said that is fine and thanked me for calling. Said he already feels better with this dealership.

Follow up with dealership about repairs on 9/14.

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

9/14/2012 KA286

Spoke with Ivan Service Manager at Roundtree and he said they are still working on vehicle.

Follow up with dealership and owner on 9/17.

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

9/17/2012 KA286

Spoke with Ryan SA at Roundtree and he said they have completed vehicle and notified owner. SA said they replaced battery and that resolved the hard to start or clicking sound when turning key. Stated the clicking sound owner heard may have been attributed to the computer trying to start up. Owner stated they will pick it up tomorrow.

>>Called owner and left voice mail stating vehicle is ready, I know he is picking up tomorrow. I will call and check on vehicle repairs with him in a couple of days.

Follow up with owner about vehicle repairs on 9/20.

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

9/20/2012 KA286

Called owner, someone answered but did not say anything- could not leave voice mail.

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

Follow up with owner about repairs on 9/24.

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

9/21/2012 KA286

Spoke with owner and asked him about his vehicle starting. He said that is resolved, it is starting now but his dash lights are back on; brake light, traction control light, anti lock. He then spoke about the fuel issue again. I told him but this has been resolved so would like to focus on the dash lights. He said the electrical and fuel issues with this vehicle have been a problem since he purchased. He stated this vehicle is a lemon and Crown Dodge knows it and wont do anything about it. He said that is exactly why they put water in his fuel tank, because they had to keep spending money to repair his vehicle so they wanted that money back. He stated they got their money back when they charged him \$3000.00 for the water they put in vehicle. He then stated, 'this is what I want at this point. I want Dodge to pay off this loan on this vehicle and give me another vehicle of my choice'. I told him even if there were an 'offer' to replace his vehicle that is not how the process works. He then stated 'yeah I know, you told me about the fees and I will not pay for miles on this vehicle. I should not have to because it has been a problem since I bought it'. He then said has already contacted his attorney and just wants to see if Dodge will do anything. I told him once we receive his notification I will have to digress from case. But until then I can let the DM know the dash lights are now back on and let him know what you are requesting. He said okay but it wont do any good because 'all those guys are buddies anyway'.

Update DM about owner s request on 9/24.

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

9/26/2012 KA286

Called owner and left voice mail to call me about vehicle.

Follow up with owner on 9/28 (unless he calls back first)

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

9/27/2012 KA286

Returned owner s call and his voice mail is full.

9/27/2012 KA286

Spoke with owner and informed him Dodge is not offering to replace his vehicle and would like to continue repairs. I told him I understand he cannot go back to Crown but if he wants to take it to Roundtree again, I would be glad to reimburse him 1 monthly payment for his down time and having to take it to Alabama. He began to talk about the fuel tank issue and how he had to pay \$3,000.00 for that and it was Crown s fault- still says they added water to fuel. Said he had been trying to get the fuel issue resolved since he purchased (original complaint was for CE light in

9/2011). Kept saying all his issues are electrical and all related. Then he said Crown even had a Dodge mechanic come and say it was repaired and was not. He also stated he signed an arbitration agreement with GM of Crown stating they had 60 days to repair and that was a year ago and he has heard nothing from them since. Asked him again since he has had so much trouble with Crown, would he like to take it to Roundtree. He said they looked at and had it for 4 days and could not resolve it. I told him I only relayed to them the issue with hard to start and they resolved it. First he said he gave them a list with several things on there (anti-lock brake light was not on at the time). Then he told me after he left Roundtree, the anti-lock brake light came on while driving home. Which tells me they never did address it. Then he went back to complaining about Crown, water in his fuel tank and that he was going to call his attorney. I told him I understand, read him the NCDS statement and asked if that is the arbitration letter he was referring to that he signed a year ago. He said he did not know. Told him I have this number and extension for him to call when he is not satisfied with vehicle repairs. He said could not take number now, he was driving but did ask me to email it and gave me email address. Then he said, 'so if I take it to Roundtree tomorrow are they going to have a rental for me'. I told him if he wants to do the repair, I will certainly arrange that but I would need to know for sure so I can call them. He said for me to call him back in 15 minutes, he wanted to consult with someone.

>Spoke with owner and he said to make him an appointment for Monday morning at 9:00am. He also asked if I could try and get him a rental instead of a loaner. Stated he does not want to be responsible for one of their loaner vehicles. Told him I would do what I could.

>Spoke with Ron SA at Roundtree and scheduled appointment for Monday, 10/1 at 9:00. Told him owner would prefer a rental and I can authorize; \$35.00/day in a CJD product. He said no problem and just to have owner see him when he comes in.

>Spoke with owner and let him know all set up. He said he is familiar with Ron, very nice man he said.

>Spoke with Don in financing at Crown Dodge and requested payment docs. He took fax number and will send them over.

Follow up with dealership about repairs on 10/2.

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

10/2/2012 KA286

Called for Ron SA at Roundtree and left message for him to call me about this vehicle.

Follow up with dealership and owner about repairs on 10/3.

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

10/3/2012 KA286

Spoke with Ronald SA at Roundtree and he said they have ordered a new sensor for his ABS, Traction control light. This was also affecting the cruise control and new sensor will resolve this as well. Also working on the heated seats and still trying to duplicate the noise/rattle owner mentioned when turning. Asked about sensor ETA and if I could help expedite. He said it is due in tomorrow.

>Called owner and left voice mail with brief update.

Follow up with dealership about repairs on 10/5.

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

10/4/2012 KA286

Returned owner s call and left voice mail.

Follow up with dealership about repairs on 10/5.

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

10/5/2012 KA286

Returned owner s call and he was concerned about the rental; said he knew it was a 5 day rental. Told him I would call and check on vehicle repairs and extend rental.

>Spoke with Ron SA at Roundtree and discussed rental/ 5 days. He said the truck with parts just pulled up and he thinks the sensor he needs will be on it, so may complete today. Advised him if needs to keep vehicle longer I can authorize rental. He said will let me know if needs to do that.

Follow up with dealership and owner on 10/9.

If the customer contacts Chrysler, please refer them to their I2R Case

Manager Kim Anderson at 888-542-7239 ext 440.

10/9/2012 KA286

Called for Ron SA at Rountree and left voice mail to call me about this vehicle.

Follow up with dealership and owner on 10/10.

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

>Spoke with Ron SA at Roundtree and he said they did complete the vehicle on Friday, 10/5 and owner picked up.

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

Follow up with owner about repairs on 10/12.

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

10/12/2012 KA286

Called owner and left voice mail to call me about vehicle repairs.

Follow up with owner about repairs on 10/17.

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

Customer has retained an attorney per CAIR [REDACTED]

10/17/12: Closing this CAIR and I2R Case ([REDACTED]), as a Warranty Litigation (Legal) case has been opened and is being handled by 85U per CAIR [REDACTED]. I2R to cease any further communication with customer.
mb981

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG2	BH [REDACTED]	Open Date	09/13/2012	Built Date	03/01/2011	
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN			
In Service Dt	03/05/2011	Mileage	30,000	Dealer Zone	71	LOS ANGELES	
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					
Dealer	06333	MCCUNE CHRYSLER PLYMOUTH JEEP	EAGLE				
Dealer Address	2340 NATIONAL CITY BLVD						
Dealer City	NATIONAL CITY			Dealer State	CA	Dealer Zip	91950
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	CHULA VISTA CA [REDACTED]				Country	UNITED STATES	

Product - Drivability - Unknown - Other - Default	Sudden loss of power
Corporate - Complaint Contact - Default - Default - Default	Vehicle concern

Briefly summarize why the customer is contacting Chrysler: Customer states she was driving down the highway and her vehicle lost all power. Customer had it towed to the Chrysler dealership and it has been there for over a week. Customer has missed work because of this. Dealership has said that they do not believe the concerns she is having is because of the recall. Customer is aware of both recalls.

Briefly summarize what the customer is expecting: customer would like rental assistance from Chrysler.

Customer Contact Number: [REDACTED]

CONT

CSR advised would escalate to CM. CM would contact by end of business 9/14/12.

Reassigning to 88R as per Answer ID 18961.

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

In warranty 3/36, 2nd owner, no active SC

Writer called MCCUNE CHRYSLER JEEP DODGE #06333 619-477-1101. Writer called for Service Manager, Bruce. SM not available. Writer will call back later today.

Writer called MCCUNE CHRYSLER JEEP DODGE #06333 619-477-1101 left message.

Writer called MCCUNE CHRYSLER JEEP DODGE #06333 619-477-1101 left message.

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

Writer called customer. Writer left message. Writer advised CAIR will be forwarded to a Case Manager to follow up with the request.

***** CASE MANAGER TEAM - District Q *****

SM stated that the vehicle was towed into dealer with a dead battery unable to start. Diagnoses found Alternator to need replacement due to internal failure. Replaced Alternator and belt. Vehicle was found to have several Recalls and RRT s. All repairs not complete due to customer needing vehicle. SM and writer will authorize up to 2 days rental for customer to bring vehicle back in to resolve Repairs.

Left Message for customer.

Left Message for customer.

4th attempt made to contact customer. Left message.

Left Message for SM

5th attempt made to contact customer. Left message. Writer advised that case will be closed in 7 days if no response.

Customer stated that she took vehicle in to dealer and was told that no rental would be provided. Writer will follow up on Case with dealer.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66029
Email received from SM, All repairs completed.

Left Message for customer.

Left Message for customer advising that dealer has advised that all repairs have been completed. If everything has been completed satisfactorily then no further action is requested and case will close 10/16.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG9 BH [REDACTED]	Open Date	09/26/2012	Built Date	02/24/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/09/2011	Mileage	29,000	Dealer Zone	70
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	44567	SISBARRO DEMING LLC			
Dealer Address	4211 NEW MEXICO HWY 549				
Dealer City	DEMING	Dealer State	NM	Dealer Zip	88030
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	DEMING NM [REDACTED]	Country	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Needs a rental car
Recall - L28: FRONT EXTERIOR DOOR HANDLES - Other	Needs completed
Recall - M10: ABS/ESC WIRING - Other	Needs completed
Product - Electrical - Alternator/Voltage Regulator - Burned Out - Default	Needs repaired
Product - Electrical - Battery - Burned Out - Default	Needs replaced
Product - Electrical - Body Control Module - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer just purchased her vehicle on September 6, 2012. Customer states she went to leave in her car on Saturday and it would not start. Customer got her car to the dealership on Monday and was notified of the recalls that were incomplete on her car. Customer is very upset. Customer states that she is calling to see if Chrysler could assist in a rental vehicle for the time her vehicle is in for repairs. Customer states that the dealership would not help with a rental. Agent called the dealership, SISBARRO DEMING LLC, at 575-546-6595 and asked to speak to the SM, Chuck, about the D-11-53 but he was gone for the day. Customer states that the parts needed for her car were just ordered today and she was told they would not be in until next week. Agent advised customer that the SM was not in so agent would escalate her case to a CM to review.

Briefly summarize what the customer is expecting: Customer calling for assistance with car rental.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: declined Reassigned to 86R

Agent contacted dealership SISBARRO DEMING LLC (44567) at 575-546-6595. Agent spoke to SA Richard who stated that right now the customers vehicle is there, they are currently waiting for parts to come in that are stuck in Denver. The customer needs a new alternator, battery and BCM. SA Richard stated that the customer will have to wait till tomorrow to get a rental because the rental place is 55 miles away and they close at 5:00 PM. SA Richard stated that agent will need to speak with SM Chuck in order to set up the rental. Agent provided SA Richard with the case

number to put on the file.

****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

Agent contacted customer at [REDACTED]. Agent spoke to customer and informed her that agent was unable to speak with SM Chuck regarding the rental vehicle and as soon as agent is able to speak with him she will contact customer back.

Agent contacted dealership SISBARRO DEMING LLC (44567) at 575-546-6595.

Agent spoke to SM Chuck who stated that they thought that some one had jump started the vehicle back wards but later found out that the alternator had ground out. SM Chuck stated that this is a newly purchased vehicle for the customer and he would like to give her a good experience. SM Chuck stated that the parts are on order and will not be there for 4 to 5 days. Agent advised SM Chuck that agent will authorize 5 days of rental for the customer and will contact the customer and inform her to contact them.

Customer seeking rental assistance because customers alternator had grounded and dealership is waiting for parts. Contacted Service Manager, Chuck at 44567 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized

5 days of rental per guidelines in Warranty Bulletin D-11-53.

Agent contacted customer at [REDACTED]. Agent spoke to customer and informed her that agent has authorized rental and that she will need to contact the dealership to set it up.

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 s dads phone number

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? 44567

Reassigned to 88F

Agent contacted customer at [REDACTED]. Agent spoke to customer who stated that she did not pick up the rental yesterday because she is having a hard time getting a ride to another city to pick up the rental but she will see about getting a ride out there today to pick up one up. Agent advised customer due to the nature of her concern agent will be escalating file to another case manager to assist customer.

Chuck, Service Manager (SM), stated that the customer has not been able find her drivers license, insurance or picture identification and so Enterprise has not been able to rent a vehicle to her yet, but have one set aside for her.

Chuck, SM, stated that all of the parts are now in and that he spoke with the father yesterday and he was happy. SM stated that they will start on the repairs today and may be able to get them completed today as well, but will need to take the vehicle for a test drive.

Contact attempt, phone number dialed,

[REDACTED].

Customer stated that she was not able to get the rental and asked for a return call.

Writer informed customer of what the dealership stated and that the vehicle may be completed today and so Writer would follow-up tomorrow in case they were able to complete it and can then verify repairs.

Customer stated that she did not need contact information.

Writer dialed SM who stated repairs are completed and customer will be picking vehicle up today.

Writer dialed customer and inquired if customer has picked vehicle up from dealership, customer stated no she has not but will be doing so soon. Writer stated we will follow back up on satisfaction of repairs to vehicle 10/5/12 to allow her time to drive vehicle for a few days.

Writer left message for SM asking if customer picked up vehicle.

Writer left message for SM.

2nd attempt made to contact customer. Left message we will be following back up with customer 10/9/10.

Writer dialed SM and was informed he is on the other line, writer spoke

with SA Richard who stated this vehicle is done and was picked up 10/5/12.

Writer dialed customer no answer or voicemail, writer unable to leave message.

Writer dialed customer left message advising case closure in 1 week.

Status update provided via email to the following email address:

[REDACTED], Left message that dealership had stated that repairs were completed and asked about status of repairs and stated that the case would be left open for 7 days if customer has questions or concerns with the repair that need to be addressed, but that customer could still call in after if needed. Thank you for being part of Dodge!!!!

End of Status Update

Writer closing case due to no recent contact with customer and dealership confirmed repairs.

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

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG3	BH [REDACTED]	Open Date	10/05/2012	Built Date	01/14/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	01/22/2011	Mileage	34,969	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	MIAMI FL [REDACTED]	Country	UNITED STATES

Recall - M10: ABS/ESC WIRING - Other	ABS/ESC WIRING
Recall - L28: FRONT EXTERIOR DOOR HANDLES - Other	FRONT EXTERIOR DOOR HANDLES
Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	Replaced alternator for no start
Product - Electrical - Battery - Intermittent or Inoperative - Default	Replaced battery for No start
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-10-05
 Road Side File Created 10-05-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 500 NE 33RD STREET 16600 NW 57TH AVE

MIAMI MIAMI LAKES
 FL USA FL

DEALER CODE : 60457 MIAMI LAKES DODGE CHRYSLER JEEP
 Who did you speak with at the dealer and what is their dealer code?
 Dealer Code: 60457 Requested to speak with George, service manager. SM was not available. Spoke with Emin, cashier who stated that Mike was the service advisor. Transferred to SA, SA was not available. Emin took the call again and provided the following information from the RO information in computer.

Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 10/4/12
 What is the current mileage? 34969
 If known, what is the reason for the tow? No start - Replaced Battery and alternator. Did Recall L28 & M10.
 Have the repairs been completed? Yes
 If yes, when were they completed? 10/5/12
 If no, what is the estimated repair date? N/A
 Are there any parts that need to be ordered? No
 If yes, what are the part? N/A
 Rental provided? No
 If yes, how many days? (either by the dealer or USCAC) N/A
 Contact phone: [REDACTED]

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]
 The customer was not available. Left message as to the reason for the call and also explained Dodge Customer Care. Provided the phone number for Dodge Customer Care. 800-423-6343.
 2nd attempt made to contact customer [REDACTED] Spoke to the customer and went over the information given by the dealership. Explained Dodge Customer Cair and provided the phone number for Dodge Customer Care: 800-423-6343.

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

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG4	BH [REDACTED]	Open Date	10/14/2012	Built Date	03/02/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/28/2011	Mileage	24,358	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PVG	TOXIC ORANGE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	43308	GRIFFIS MOTORS, INC				
Dealer Address	HIGHWAY 19 AT ST FRANCES DR					
Dealer City	PHILADELPHIA	Dealer State	MS	Dealer Zip	39350	
Owner	[REDACTED]	Contact Type	ROADSIDE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	PHILADELPHIA MS xx	Country	UNITED STATES			

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	
Product - Electrical - Battery - Defective - Default	
Product - Engine - Timing Belts / Chains - Other - Default	

Roadside Assistance Contacted - DATE : 2012-10-14

Road Side File Created 10-14-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

COLEMAN STREET 1012 HOLLAND AVE

DR MARTIN LUTHER KING JR DRIVE

PHILADELPHIA PHILADELPHIA

MS USA MS

DEALER CODE : 43308 GRIFFIS MOTORS, INC

***** CASE MANAGER TEAM - District x Ü *****

Who did you speak with at the dealer and what is their dealer code?DL43308 Service manager Wright

Is the vehicle at the dealer now? yes

When did it arrive at the dealer? 10/16/12

What is the current mileage? 24358

If known, what is the reason for the tow? new battery and new alternator, and then came back in for the belt coming off.

Have the repairs been completed? yes

If yes, when were they completed?10/17/12

If no, what is the estimated repair date?na

Are there any parts that need to be ordered? no

If yes, what are the part & order # s?na

Rental provided?yes a loaner vehicle

If yes, how many days? (either by the dealer or USCAC) 1 day

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

Spoke with customer who declined CAC contact information.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG0	BH [REDACTED]	Open Date	10/26/2012	Built Date	01/13/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/28/2011	Mileage	32,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	56614	PEARMAN MOTOR COMPANY				
Dealer Address	204 N MARCUS ST					
Dealer City	ALTO	Dealer State	TX	Dealer Zip	75925	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	JACKSONVILLE TX [REDACTED]				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | Check engine light keeps coming on

***Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer states that they have had numerous problems with this and the dealership has tried very hard to fix the problem. Customer alleges that the problem seems to stem out from the technology part. The engine light keeps coming on. The car shut down one time, they found the alternator was bad; this has affected the battery, air conditioning and the radio. The customer states that it was fixed for a short time and now, the engine light is back on. Customer states that she has an appointment with the dealership on Tuesday. Customer states that it seems that it is impossible to completely fix the vehicle.

Briefly summarize what the customer is expecting:

Customer is looking for a replacement or buyback.

****End structured narrative T2 - Beginning Narrative

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: no email address

Who has possession of the vehicle? Owner

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

Reassigned to 96L

Customer also gave out the following additional contact number:

[REDACTED] ***** QUALIFIER TEAM *****

CAIR is under review by PJ214

Reviewed warranty history and VIP, vehicle does not appear to qualify for Lemon Law.

CONTACT UPDATE - 1st Contact attempt, Qualifier called [REDACTED].

Qualifier left message. Qualifier advised calling in regards to vehicle concern, Qualifier provided CAIR number, contact information, hours of operation, Qualifier thanked customer. Qualifier to wait for customer call.

Customer calling for CM PJ214 Writer performed transfer to 1 855 525 5085 extension 4720341

Call went to voicemail.

Reassign to 88D. Customer notified.

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

No email available.

Original owner? Yes

Loyalty? 1 - New

Household? 14 - 9 New

ISD? 04/28/2011

Milage? 32,000

WCC? 536

SC? Yes,2.

ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES

5 YEARS / 100,000 MILES - \$50 DEDUCTIBLE

OOW? Still within all warranties

Contacted customer at [REDACTED] Left message.

2nd attempt made to contact customer. [REDACTED]. Customer states that she brought the vehicle into the dealership on Tuesday with the check engine light and the dealer found it needs a new camshaft. Customer states she was so tired of taking the vehicle to the dealership. Customer states she traded the vehicle in for a 2012 Dodge Ram 1500 (VIN#: 1C6RD6LT5CS[REDACTED]) Writer inquired about the new vehicle's CJDR service contracts. Customer states she has the 5 YEARS / 100,000 MILES - \$50 DEDUCTIBLE on the vehicle. Writer offered to look into some oil change or other service contracts due to her loyalty. Customer states she would like that. Writer advised we would close the current case and open on one her new vehicle. Customer understands.

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

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG1BH [REDACTED]	Open Date	11/02/2012	Built Date	04/19/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	04/20/2011	Mileage	34,000	Dealer Zone	35 WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	43272	DODGE CHRYSLER JEEP CITY			
Dealer Address	4395 ROUTE 130 S				
Dealer City	BURLINGTON	Dealer State	NJ	Dealer Zip	08016
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	N/A	Home Phone			
	UPPER DARBY PA xx	Country	UNITED STATES		

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	

Roadside Assistance Contacted - DATE : 2012-11-02
 Road Side File Created 11-02-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 240 US HIGHWAY 130 4395 ROUTE 130 S

BORDENTOWN BURLINGTON
 NJ USA NJ

DEALER CODE : 43272 DODGE CHRYSLER JEEP CITY
 ***** CASE MANAGER TEAM - District X Ü *****

Dialed 609-871-2800 Dealer 43272 Service Manager Kevin not available
 spoke with SA Ben

Is the vehicle at the dealer now? Yes

When did it arrive at the dealer? 11/01/12

What is the current mileage? 34000

If known, what is the reason for the tow? Battery Dead once it was jumped
 found that the alternator is bad. Because of the storm (Sandy) Dealer is
 having a hard time getting the part delivered

Have the repairs been completed? No

If yes, when were they completed? NA

If no, what is the estimated repair date? Unknown waiting for part

Are there any parts that need to be ordered? Yes

If yes, what are the part & order #'s? Alternator

Rental provided? Yes

If yes, how many days? (either by the dealer or USCAC) until part is
 received

unable to find Customer s number

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG8	BH [REDACTED]	Open Date	11/15/2012	Built Date	02/05/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/08/2011	Mileage	31,489	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	64356	DON WHITE'S TIMONIUM CHRYSLER JEEP				
Dealer Address	10300 YORK ROAD					
Dealer City	COCKEYSVILLE	Dealer State	MD	Dealer Zip	21030	

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	TOWSON MD [REDACTED]	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	no start battery dead
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-11-15

Road Side File Created 11-15-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

9835 YORK ROAD 10300 YORK RD

GIBBONS BOULEVARD

COCKEYSVILLE COCKEYSVILLE

MD USA MD

KEY ON THE FRONT SEAT

DEALER CODE : 64356 DON WHITE S TIMONIUM CHRYSLER

***** CASE MANAGER TEAM - District X U *****

***** CASE MANAGER TEAM - District X *****

DEALER CONTACT: Dealer 64356, 410-666-9600

Writer asked for Service Manager (SM), call answered by Service Advisor

(SA) James and transferred to Service Advisor (SA) D Arcy, provided information.

Is the vehicle at the dealer now? Yes

When did it arrive at the dealer? 11/14/2012 6pm

What is the current mileage? 31489

If known, what is the reason for the tow? no start

Have the repairs been completed? Yes - replacing alternator and battery

If yes, when were they completed? N/A

If no, what is the estimated repair date? 11/16/2012

Are there any parts that need to be ordered? No

If yes, what are the part & order # s? N/A

Rental provided? Yes

If yes, how many days? 1 day through dealer

Customer contact phone number provided by SA D Arcy -

[REDACTED]

CONTACT UPDATE - 1st attempt to reach customer.

Spoke with customer at number listed.

Customer was advised that Dodge is aware of the concern on the vehicle.

Customer was informed that Dodge customer care is available to assist if needed to resolve any concerns.

Customer was given the number for Dodge Customer Care 800 423-6343.
Customer has no further questions, concerns, or comments.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG0	BH [REDACTED]	Open Date	11/26/2012	Built Date	03/02/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/21/2011	Mileage	30,500	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	43724	SAFFORD DODGE JEEP OF SPRINGFIELD				
Dealer Address	6801 COMMERCE ST					
Dealer City	SPRINGFIELD	Dealer State	VA	Dealer Zip	22150	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WASHINGTON DC [REDACTED]				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer seeking Lemon law
Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	Customer seeking Lemon law

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle shut down while driving. Customer states she had to have it towed to the dealer and wait for hours while they diagnosed it. Customer states that they thought the issue was the battery, but have diagnosed it as a problem with the alternator. Customer states that the vehicle is supposed to be ready to be picked up today but she is not confident that she will not have another issue, as she has had so many issues with this vehicle.

Briefly summarize what the customer is expecting: Customer seeking lemon law

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? (Dealer)

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

Reassigned to 96L

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

file being reviewed by mm1809

Reviewed Warranty records, and VIP. Vehicle does not appear to qualify for Lemon Law. Will reassign to 96d after review with owner

***** CASE MANAGER TEAM 88W *****

Writer called dealer. SM not available. SA Jim states the vehicle has been repaired.

Status update provided via email to the following email address:

[REDACTED]

My name is Nick and I have been assigned as your case manager. Here is some information that will be useful for you to have:

Your case number: [REDACTED]

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66133

My work hours: 8:00 am 4:30 pm EST.

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

Thank You,

Nick

End of Status Update

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

[REDACTED]. Left message with CM contact information.

Dialed [REDACTED] Customer is just not happy with the vehicle it seems every either month vehicle has concern. Customer is saying vehicle was in the month that was repaired and then a few days later another concern happened.

Customer wants Chrysler to understand she is not happy with all the times this vehicle has left her stranded not able to get to work.

customer is saying vehicle is repaired and she has it back.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG3	BH [REDACTED]	Open Date	12/02/2012	Built Date	02/03/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/29/2011	Mileage	83,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	HELENA AL [REDACTED]	Country	UNITED STATES

Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall	advised about recall
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	advised about recall
Corporate - Roadside Services - Warranty - Towing - Default	seeking towing

Briefly summarize why the customer is contacting Chrysler: [REDACTED] called and stated that he was on his way to a store and he had noticed smoke that was coming from the alternator. Customer states that his vehicle is not working and will not start. Customer states that he would like to get some assistance with getting the vehicle taken care of. Customer also noted that he had gone to the dealer yesterday and was notified that they do not have any mechanics to do the recalls at this time and would need to come back for next Saturday to have it done. Customer noted he had an oil change done yesterday.

Briefly summarize what the customer is expecting: Customer seeking to get roadside services. Agent advised customer of the two recalls L28,M10. Agent provided customer with the Chrysler Group LLC Roadside Assistance/ Phone: (800) 521-2779. Agent referred to the Answer ID 17943. Agent transferred customer to roadside.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG3	BH [REDACTED]	Open Date	12/03/2012	Built Date	02/03/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/29/2011	Mileage	83,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	HELENA AL [REDACTED]	Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Contact update
Corporate - Recall - Default - Default - Default	Request for recall information
Corporate - Rental Vehicle - Default - Default - Default	Request for rental vehicle
Product - Drivability - Unknown - No Start - Default	Vehicle will not start
Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall	
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer has contacted CAC with regards to a concern with the vehicle s alternator. The vehicle is not starting. The customer had previously inquired about a transmission flush, and to have recalls L28, and M10 addressed on 12/01/2012. The customer has two jobs, and commutes for each one, and has not been able to have the vehicle taken in during regular business hours. The requested maintenance could not be addressed that day due to the technical level the personnel did not have. On 12/03/2012, the customer noticed a burning smell, and problem with the vehicle not starting. The vehicle had been towed back to dealership 60502. The customer has been working with Kevin, who advised that the vehicle could not be looked at for a few days. The customer is currently borrowing a friend s vehicle. Briefly summarize what the customer is expecting: Rental assistance. CAC advised: Agent advised that the concern was being documented for further review, and provided CAIR# [REDACTED]. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED] Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 60502 Reassigned to 88F

****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
 Agent also advised of recalls L10, L28, and M10.
 Status update provided via email to the following email address:
 [REDACTED]

I am your case manager and I will contact you by the end of business today.
 You can contact me directly at 1-800-763-8422 ext 66197.
 End of Status Update
 ***** CASE MANAGER TEAM - District M *****

Writer contacted dealer 60502 and spoke to service advisor Trey. SA Trey stated that the vehicle has not been diagnosed at this time. Service Manager Frank was unavailable, writer requested that SM either call or email writer regarding customer's request for a rental vehicle.

Seeking to speak with CM. Agent transferred to extension 66197.

Writer contacted dealer and spoke to Service Advisor Trey who stated that they have not performed the diagnosis at this time.

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

██████████ Writer advised customer that the dealer has not yet diagnosed the vehicle. Customer stated that the vehicle broke down last Sunday after he had replaced the front headlight bulb. Customer states that there was smoke coming from the front of vehicle but no flames. Customer states he just wants to know what to expect with the vehicle in relation to what needs to be repaired and when it will be repaired. Writer advised that CAC will contact him back after confirming the diagnosis has been completed. Customer was advised that he will receive a call back before the end of business tomorrow.

Writer contacted dealer and spoke to Service Advisor Kevin as Service Manager Frank was unavailable. SA Kevin states that they are currently diagnosing vehicle at this time.

Writer contacted customer and advised that the vehicle is now undergoing diagnosis. Writer advised that CAC and the dealer will be in touch once the required repairs have been determined.

Writer received a voice mail message from Service Advisor Kevin stating that the vehicle has been diagnosed. The vehicle requires an alternator and battery. The vehicle also has a headlight wiring harness that needs to be replaced. The customer was informed of this and asked the service advisor to call writer to see if assistance can be provided. Writer contacted Service Advisor Kevin.

Writer informed SA Kevin to discuss with his service manager Frank and ask him to either call or email writer a decision.

Customer calling to speak with his CM. Writer transferred to DA690.

Writer informed customer that I was waiting to hear back from the service manager to discuss possible assistance. Writer advised customer that no promises or commitments can be made at this time as the vehicle is out of warranty. Customer states he will have the repairs completed regardless but does want to know if the price can be reduced in any way. Writer advised that CAC will contact him back before the end of business tomorrow unless we have a decision sooner.

SM contacted DM to review owner's request. Alternator and Battery coverage expired at 36,000 miles. The dealership is unable to determine the cause of the failure; however, the extensive component failure may have been caused by an outside influence rather than a defect in material or workmanship. After much discussion and consideration, DM declined warranty goodwill participation. SM will advise owner and provide a customer pay estimate. No further action required.

Customer called in requesting an update on the vehicle. Writer advised that CM is currently looking into assistance for the customer and will be back in touch by the end of business tomorrow.

██████████ called to speak to CM DA690. Writer warm transferred Customer to CM DA690.

Writer contacted the customer. Customer stated that he has the vehicle back. Customer stated that recalls were completed and the vehicle is working fine at this time. Writer advised that the case would be closed, however, if the customer has any further questions or concerns he can contact CAC.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	12/11/2012	Built Date	02/08/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/07/2011	Mileage	35,843	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	BISHOP TX x	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Burned Out - Default	Dealer Diagnosed Alternator Shorted out
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-12-11
Road Side File Created 12-11-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
506 E 4TH STREET 2151 N HWY 77 BYP
N ELM AVENUE
BISHOP KINGSVILLE
TX USA TX
ASKED CUST TO ANNOUNCE VEH TO DEALER
DEALER CODE : 45537 BLAKE FULENWIDER DODGE CHRYSLER
***** CASE MANAGER TEAM - District U *****
Who did you speak with at the dealer and what is their dealer code?
Service Manager SM Jimmy 45537
Is the vehicle at the dealer now? No
When did it arrive at the dealer? 12/10/2012
What is the current mileage? 35,843
If known, what is the reason for the tow? Burning smell and smoke from under hood
Have the repairs been completed? Yes
If yes, when were they completed? 12/11/2012
If no, what is the estimated repair date? N/A
Are there any parts that need to be ordered? Yes
If yes, what are the part & order # s? Alternator Part#RL801779AG
Rental provided? Yes
If yes, how many days? (either by the dealer or USCAC) 1 Day covered by Dealership
Alternator was found to be shorted out and Dealer replaced
Current Customer Contact# [REDACTED]
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG8 BH [REDACTED]	Open Date	12/12/2012	Built Date	01/20/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	01/28/2011	Mileage	52,445	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PDM	TUNGSTEN METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP			
Dealer Address	8170 U S HIGHWAY 64				
Dealer City	BARTLETT	Dealer State	TN	Dealer Zip	38133
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ST.LOUIS MO x	Country	UNITED STATES		

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	
Product - Electrical - Battery - Complete Failure - Default	

Roadside Assistance Contacted - DATE : 2012-12-12
 Road Side File Created 12-12-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1407 SAWMILL CREEK LANE 8170 U S HIGHWAY 64
 DELAFIELD AVENUE
 CORDOVA BARTLETT
 TN USA TN
 DEALER CODE : 67879 WOLFCHASE CHRYSLER DODGE JEEP
 ***** CASE MANAGER TEAM - District M *****
 Who did you speak with at the dealer and what is their dealer code? SA
 Chad
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 12-11-12
 What is the current mileage? 52445
 If known, what is the reason for the tow? Alternator burnt up and causing
 battery to go out. SA stated that the customer will not authorize repairs
 because customer allegedly thought the vehicle was still under warranty.
 SA stated that they explained to the customer that these repairs would
 not be covered under powertrain warranty that it would be 3/36.
 Have the repairs been completed? No
 If yes, when were they completed?
 If no, what is the estimated repair date?
 Are there any parts that need to be ordered?
 If yes, what are the part & order #'s?
 Rental provided? No
 If yes, how many days? (either by the dealer or USCAC)
 Per KL307 writer reassigning case to appropriate case manager for
 dealership mj444.
 ***** CASE MANAGER TEAM - District U *****
 ##### DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Customer Care is sending this CAIR because this customer appears to fall
 within the scope of Warranty Bulletin D-12-27 Warranty Goodwill

Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

#####

Writer called dealer and asked to speak with Service Manger David. Writer asked what s going on with the vehicle. SM said the vehicle is there now and needs an Alternator and they are doing a few recalls as well. SM said they have approved a battery. Writer asked if there was any abuse or neglect. SM said no abuse or neglect on the vehicle not really loyal to the dealer. Writer let SM know the vehicle is under the Warranty Bulletin D-12-27.

REASSIGNED TO BC/DLR 63 67879 12/17/12 14:59 O 22886030

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

Writer called customer. Writer found out no one is there with that name.

Writer attempted to call SM Dave and left a message.

Writer emailed SM for the customers phone number and to see if the vehicle is still there

Writer called and spoke to SA Chad and SA stated that the repairs are completed and they are just waiting for him to pick up his vehicle. SA gave writer the 2 number that they have on file. [REDACTED]

[REDACTED]

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

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG5BH	[REDACTED]	Open Date	12/15/2012	Built Date	03/17/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/13/2011	Mileage	44,001	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	SNELLVILLE GA [REDACTED]	Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	ABS/ESC Lamp On.
Recall - M10: ABS/ESC WIRING - Reoccurrence or Related Problem	ABS/ESC Light Coming On.
Product - Electrical - Alternator/Voltage Regulator - Other - Default	Alternator Failure.
Product - Electrical - Lamps and Switches - Burned Out - Default	Customer stated the wiring harness for the headlights is burned out.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Escalated.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he had heard about recalls that were identical to the issues he is having. Customer states his vehicles electrical system completely died and his vehicle is undriveable. Customer states that their is a headlamp wiring harness recall for some 2011 Chargers that describes the exact issues he is having. Writer advised customer that this recall only applies to 2011 Chargers with a 5.7l V8 Hemi engine and does not apply to his vin. The customer would like cost assistance with repairs. The customer states that these issues a recurring issues. Writer advised the customer to take the vehicle to the dealership to get it diagnosed. The customer did not want to take it into the dealership and pay for a diagnosis. Writer also advised customer that if the ABS issue is diagnosed to be an issue related to the previous recall, Chrysler would be able perform the recall again. Customer declined to provide a phone number and disconnected the call prematurely so writer could not call him back.

Briefly summarize what the customer is expecting: Customer is seeking recall information and cost assistance with the repairs on his vehicle.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Chad Wimbush is contacting Chrysler as their vehicle is now needing a new alternator and a headlamp wiring harness. Customer feels that he should have to have these repairs at such a low mileage.

-

Briefly summarize what the customer is expecting:

Customer is expecting goodwill assistance.

-

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

Preferred call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name and code? 60542
Gwinnett

Reassigned to 88F

Customer called to speak with CM. Agent transferred customer to
1-800-763-8422 ext 66007.

***** CASE MANAGER TEAM - District M *****

Customer profile:

OOW by 8,000 miles and in by time.

Original Owner, 1 Total, 1 Current, 1 New.

No additional vehicles in household.

Southeast Business Center Owner Care Service contract.

Status update provided via email to the following email address:

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

Your Case number

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

My direct extension: 66007

My work hours: 9:00 AM to 5:00 PM EST Monday-Friday

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

End of Status Update

called to speak to CM JH1298. Writer warm transferred
customer to CM JH1298 for further handling.

PRIMARY NUMBER:

No Secondary

EMAIL: per line 34

Writer received call from customer and advised writer would be
reassigning the case to the dealership for a decision to be made in
regards to his request for OOW assistance. Writer advised customer
Chrysler has empowered the dealership to make the decision and contact
the customer with that decision. Customer stated he was currently
experiencing the same concerns with a wiring harness that were recalled
for other vehicles and he does not want to pay over \$1,000 for a wiring
harness because his vehicle was not included in the recall. Writer
advised customer there are multiple reasons a vehicle is included in a
recall and when a recall is issued Chrysler works closely with the NHTSA
to determine if a recall is needed and the criteria for the vehicles
needing to be included. Writer advised customer writer could document
and forward the information that he is having the same concerns as
describer in a recall that was issued for other vehicles, however writer
is not able to issue the recall for his vehicle because it is handled
internally. Customer stated he will have to keep replacing the bulb
because he is not going to pay over \$1,000 for a repair that should be a
recall on his vehicle. Customer advised writer the dealership already
sold him a part that was for a 2010 model so he does not think they are
going to do anything to help him. Customer stated the ABS/ESC recall was
completed, however he continues to have the concern with the light
flickering on and off. Writer advised customer if the concern he is
experiencing is related to the previous recall that was completed to
address the ABS/ESC concern the dealership would simply need to verify
the concern is related to the recall in order to file a duplicate recall
claim. Customer stated he would like to know who he could speak with
about the wiring harness recall being issued for his vehicle. Writer
advised customer there was no one writer could put him into contact with
to have the recall applied to his vehicle. Writer advised customer the
information that he is having similar or related concerns can be
documented, but nothing could be done to have his vehicle included in the
recall, his vehicle is outside of the terms of the warranty that would
have covered the repairs. Writer advised customer writer would make sure
SM Mike of dealer 60542 was made aware of the additional request, and if
a recall was issued in the future for his vehicle he could submit for
reimbursement of any repairs that were made relating to any recalls
issued after the fact. Writer advised customer writer would document the
information and could request that the wiring harness concern be added to
his request for OOW goodwill assistance.

Writer attempted to contact dealer 60542, however the line was full of
static and writer could not understand the receptionist. Writer

disconnected call to attempt again and spoke with Assistant Service Manager Terry who advised writer SM Mike was going into his office and transferred writer. Writer received voice mail from SM Mike and left a message advising the case was being sent over under the parameters of the Warranty Goodwill Administration Process.

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

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the

limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

REASSIGNED TO BC/DLR 66 60542 12/18/12 16:10 O 22897591

Writer attempted to contact dealership to review customer s concern. Writer was transferred to voicemail. Writer left case, vin, and CM contact information.

Writer contacted dealer 60542 to speak with SM Mike and was advised the Service Department was closed and would reopen at 7 AM on Wednesday 12/26/12.

Writer called 770-972-7767 service manager Terry stated that the vehicle is not at the dealership. The cair will be updated.

Writer called [REDACTED] stated that the customer went in the alternator and battery had to be replaced. The customer had a harness that burned out the customer seen online about a recall. This recall was not on the customer s vehicle. The customer would like to have this fixed but the repair will be over \$1,000.00 the customer is not in a hurry to have this done. The customer was told that the short was causing the vehicle to burn the headlights out. The dealership charged the customer for the repair. There was no cost assistance provided. Writer explained that the customer may want to look into a service contract. The customer does not do maintenance at the dealership. Writer explained that the dealership maybe able to give a discount on labor in the future if the customer should go in and have some maintenance done at the dealership. Writer explained that should the customer decide to have the repair on the light completed the customer is welcome to call Dodge. The case will be closed at this point.

*Contact Date:12/26/2012

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 12/26/2012 AT 01:41:258 R 22897591

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

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG9	BH [REDACTED]	Open Date	12/18/2012	Built Date	02/23/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/12/2011	Mileage	43,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	JACKSONVILLE FL [REDACTED]	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Alternator may be defective
Product - Electrical - Battery - Defective - Default	Dealership states that battery may be defective
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking goodwill
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:

Customer states that they are frustrated because the car sat them at the side of the road for 2 hours and now the dealership is telling them that it might be the alternator and/or battery. The customer states that she was quoted \$1000 and does not understand why a 2 year vehicle has been having problems with this already. Customer is seeking for cost assistance because she states that nobody has that kind of money during Christmas time.

Briefly summarize what the customer is expecting:

Seeking goodwill.

****End structured narrative T2 - Beginning Narrative

Agent called the dealership and spoke to SA Randy who advised that they needs a battery and an alternator. Agent advised that the customer falls within dealer goodwill parameters SA Randy agreed and advised that he is the acting service manager because SM Tracy has already left for the day but he will not be able to decide. SA Randy advised that he will inform SM Tracy tomorrow and took the case number. Agent left a message on SM Tracy s extension regarding this.

Agent sent text to dealer.

Agent was advised by TL Nick that to keep the CAIR open and that he will take a look at it later.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG6BH [REDACTED]	Open Date	12/21/2012	Built Date	02/01/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/16/2011	Mileage	46,983	Dealer Zone	42 DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PDM	TUNGSTEN METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	49983	MAROONE DODGE % CARTEMPS			
Dealer Address	8600 PINES BOULEVARD				
Dealer City	PEMBROKE PINES	Dealer State	FL	Dealer Zip	33024
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	FORT WAYNE IN [REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - No Start - Default

Customer states that the vehicle keeps dying

Briefly summarize why the customer is contacting Chrysler: Ashton (daughter) states that the vehicle has had the same issue and it keeps repeating and nothing is being done about it. Customer states that the vehicle stays in battery saver mode and it cannot be turned off. Customer states that they have recently replaced the battery and alternator and the vehicle is still having issues. Customer states that her Mom is driving now and it is doing the same thing. Customer states that they have not been to the DLR for between 6 weeks or 6months they are not sure.

Briefly summarize what the customer is expecting: Customer seeking to have issue resolved.

Agent advised that the vehicle needs a more current diagnosis and then advised that the customer call back to CAC.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG2	BH [REDACTED]	Open Date	12/31/2012	Built Date	01/20/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/03/2011	Mileage	38,340	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PVG	TOXIC ORANGE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	FLINT MI [REDACTED]	Country	UNITED STATES

Corporate - Survey By-Pass - T2 Email - Default - Default	Dealer T2email Received
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Defective alternator.

*****Dealer T2email Received*****

Bob King-Service Manager emailed: 'Received the above vehicle with defective alternator and battery won t accept charge. Offered customer goodwill on alternator w/\$106 participation; no assist on battery, has aftermarket wiring attached to it.'

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2C3CDXCT5	CH [REDACTED]	Open Date	01/01/2013	Built Date	11/29/2011
Model Year	2012	Body	LDDP48	DODGE CHARGER R/T RWD FOUR DOOR SEDAN		
In Service Dt	12/28/2011	Mileage	15,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	44940	MAROONE DODGE OF PEMBROKE PINES				
Dealer Address	13601 PINES BLVD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33027
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	N/A				Home Phone	
	WESTON FL c				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	

Roadside Assistance Contacted - DATE : 2013-01-01
 Road Side File Created 01-01-13 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1548 WESTON ROAD 13601 PINES BLVD
 N COMMERCE PARKWAY
 WESTON PEMBROKE PINES
 FL USA FL
 AT FED-ED OFFICE CENTER-AROUND CORNER,BATTERY DEAD
 DEALER CODE : 44940 MAROONE CHRYSLER DODGE JEEP RAM
 ***** CASE MANAGER TEAM - District V *****
 SM Brian advised the Alternator was replaced that this customer has picked up this vehicle.
 *****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Alternator
 Briefly summarize what the customer is expecting:
 Roadside
 *****End structured narrative T2 - Beginning Narrative
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	01/08/2013	Built Date	04/21/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/03/2011	Mileage	32,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PVG	TOXIC ORANGE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	N/A	Home Phone	
	MARTINSVILLE VA x	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	alternator went out, caused battery failure
Product - Electrical - Battery - Complete Failure - Default	battery failure
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2013-01-08

Road Side File Created 01-08-13 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

110 MOSS STREET N 4750 GREENSBORO RD

MARTINSVILLE RIDGEWAY

VA USA VA

WONT START / @ HOME

DEALER CODE : 60516 JIM MILLS AUTOMOTIVE, INC.

***** CASE MANAGER TEAM - District Q Û *****

Writer contacted dealer #60516 and spoke with Service Manager (SM) David, who confirmed the vehicle arrived with a dead battery. Diagnosis found the alternator had gone bad, and ruined the battery as a result; both parts had to be replaced. Repair is complete and Customer has received their vehicle. Issue appears to be resolved.

CLOSED LOOP UPDATE - Dealership was contacted today to confirm repairs.

Closing CAIR.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG6	BH [REDACTED]	Open Date	01/14/2013	Built Date	02/01/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/16/2011	Mileage	46,983	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP				
Dealer Address	100 WEST COLISEUM BLVD.					
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip 46805
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	FORT WAYNE IN [REDACTED]				Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated phone numbers in COIN
Product - Electrical - Battery - Other - Default	Vehicle is in battery saver mode

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they are going to call in every time their vehicle goes into 'battery saver mode'. Customer stated that they were already told that they cannot get assistance with the issue, but they would like to have record of when the vehicle goes into the mode. Customer stated that this time they just drove the vehicle across the street from work to go in the store. Customer stated that when they got back to the vehicle it was in battery saver mode. Customer stated that their alternator was replaced in the past and the battery saver mode has come on since then. Customer was told that it was due to cold weather.

Briefly summarize what the customer is expecting: Customer requesting to document that their vehicle is in battery saver mode.

Agent advised that they will document the customer s concern and asked if they would like anything else while the agent was on the phone. Customer stated that they would just like to document the concern.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	01/21/2013	Built Date	01/28/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	02/05/2011	Mileage	43,000	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	67753	TYSON MOTOR CORPORATION
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Dealer Address	1 SW FRONTAGE RD	
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Dealer City	SHOREWOOD	Dealer State	IL	Dealer Zip	60404
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	
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JOLIET IL [REDACTED]	Country	UNITED STATES
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Product - Electrical - Alternator/Voltage Regulator - Burned Out - Default	customer noticed smoke coming from around his alternator.
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Briefly summarize why the customer is contacting Chrysler: Customer was driving his vehicle and noticed his radio cut out and his ABS lights had come on. He shut off his car and tried to restart it but there was no start. When he got out to look under the hood he noticed there was smoke coming from under and around his alternator. After this he called 911, but the smoke had stopped by the time they had arrived. The customer got the vehicle towed to the dealership he bought it from. The customer later noted that he did not buy it from a Chrysler dealership.

Briefly summarize what the customer is expecting: Agent advised the customer that he would need to have a Chrysler dealership diagnose the issue to see what had happened. Customer was informed that he was still within his power train warranty on this vehicle. Agent advised the customer of the dealerships phone number and then transferred him over to make an appointment for his diagnostic.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CGX	BH [REDACTED]	Open Date	01/22/2013	Built Date	03/10/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/14/2011	Mileage	33,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	43173	DODGE COUNTRY, LTD.				
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY					
Dealer City	KILLEEN	Dealer State	TX	Dealer Zip	76542	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	KILLEEN TX [REDACTED]			Country	UNITED STATES	

Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	Alternator failed, and stopped supplying power to battery.
Product - Electrical - Battery - Other - Default	Customer is seeking reimbursement
Corporate - E-Reimbursement - Default - Default - Default	Customer requesting reimbursement for battery replacement.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking assistances with getting reimbursement. Customer states that her vehicle completely died last night and she was stuck out there till 3 am. Customer states that she bought a new battery and its under the warranty and she would like to get reimbursed for it. Briefly summarize what the customer is expecting: Customer is seeking to get reimbursement.

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? 43173

Reassigned to 88F

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

[REDACTED] on 2013-01-22 @ 12:11

86Y

As per DF314 reassigning back to EM914. This is not a 86Y case. Should have gone to 88F if customer is eligible for goodwill.

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

Customer Document Reviewed.

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

[REDACTED]. Customer stated that she contacted Roadside Assistance twice, and that neither time did they tow her vehicle, although that may be due to the customer not requesting towing, just to jump the battery, which they could not. Customer stated that she is currently having an alternator replaced at 43173 under warranty. Customer stated that Walmart has the old battery. Writer advised that he would call Walmart to inquire as to the point-of-failure, and would call the customer back with the

decision on reimbursement.

Writer contacted Walmart at 512-292-6973. Walmart Service Manager (WSM) stated that he has no records of the repair, as the service shop is not open at 1:00 am. WSM stated that the customer probably just purchased the part, and replaced it themselves. WSM advised that they do not currently have the part, and neither does the front desk. Writer thanked WSM for his help, and the call completed.

Writer contacted customer. Left message, requesting call-back. Status update provided via email to the following email address:

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

Your case number is [REDACTED]

Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66126.

My work hours are 10:00 a.m. to 6:30 p.m. EST Monday-Friday.

End of Status Update

Writer will probably be declining reimbursement, as there is no way to determine why the part failed. Unless the customer offers new information, this decision will not change.

Customer calls to speak with their Case Manager.

Transferred the customer to KB800 at ext: 66126.

Customer called in and requested an update. Writer advised that Walmart did not have the part, and so writer could not confirm the part's failure with them. Customer stated that she was told that the alternator was burning up her new battery. Writer advised customer that he would contact 43173, and would make a decision after confirming this with the service department.

Writer contacted dealership 43173 at 254-634-6767. Left message.

Writer contacted dealership. SM Larry stated that the alternator needed replacement as it was not supplying a charge to the battery, which meant that the battery was probably just drained, not defective. SM stated that the Roadside Assistance person, told her that it was defective, and did not tow her to a Chrysler dealership, like they should have. Writer thanked SM for his help, and the call completed.

Writer contacted customer at [REDACTED]. Writer advised customer of lines 62-67. Customer stated that she would like to put in a complaint against 43173, as they did not find the issue originally, and just sent her home, so she had to come back a few minutes later when the problem arose. Writer advised that he would register the complaint, and offered the customer \$109.96 reimbursement. Customer accepted, and informed writer that the reason she did not go to the dealership originally was because the wheels were locked-up, and the Roadside Assistance person did not want to destroy the wheels and brakes. Writer advised the customer that the check should arrive in 7-14 days, and advised the case would close.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Writer confirmed customer's address.

Disregard lines 79-82.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for battery replacement due to alternator failure.

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

N/A

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

N/A

Enter the Mileage at the time of the repair.

33000

Enter the Date when the repairs were completed.

Alternator repairs completed on 01-24-13.

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

\$109.96

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

N/A

What is the total Tax to be reimbursed?

N/A

What is the total amount being reimbursed?

\$109.96

****End structured narrative T2 - eReimbursement

Approved

Writer contacted customer at [REDACTED]. Writer advised customer that the check would be sent out, and the call completed.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG2	BH [REDACTED]	Open Date	01/22/2013	Built Date	02/09/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	02/10/2011	Mileage	33,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	45056	HELFMAN DODGE INC				
Dealer Address	7720 KATY FREEWAY					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77024	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	HOUSTON TX [REDACTED]	Country	UNITED STATES			

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Caller seeking a rental/ vehicle must be diagnosed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	Diagnosis needed prior to rental consideration
Product - Drivability - Unknown - No Start - Default	Vehicle randomly stalled and now will not start
Product - Electrical - Battery - Other - Default	battery safe mode came on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler looking for a rental vehicle. Customer stated her vehicle went into battery safe mode then it shut off. Customer stated that the vehicle will no longer start. Customer stated that she is having her vehicle towed to a dealership. Writer advised customer that once the vehicle is at the dealership, have a diagnosis done. Once this diagnosis is done customer is going to call back in regards to rental.

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

Customer is calling back in again as she wants a rental.

Caller had the vehicle towed to the Helfman Dodge on:

7720 Katy Freeway

Houston, TX 77024

(800) 721-2683

Agent advised the caller that the vehicle must be diagnosed first before we can even look into any assistance.

Caller said she would have the vehicle diagnosed.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CGX	BH [REDACTED]	Open Date	02/04/2013	Built Date	02/05/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	09/19/2011	Mileage	34,043	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	68583	STERLING CHRY-DODGE-JEEP				
Dealer Address	5504 I-49 NORTH SERVICE ROAD					
Dealer City	OPELOUSAS	Dealer State	LA	Dealer Zip	70570	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	OPELOUSAS LA	Country	UNITED STATES			

Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Customer seeking lemon law
Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	Customer seeking lemon law
Product - Electrical - Battery - Complete Failure - Default	Customer seeking lemon law
Product - Electrical - Power/Engine Control Module - Complete Failure - Default	Customer seeking lemon law
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer seeking lemon law
Corporate - Survey By-Pass - No Repair - Default - Default	vehicle is repaired

Briefly summarize why the customer is contacting Chrysler: Customer states that she has had constant problems since purchase. customer states she has had issues with the battery twice, an intermittent issue with the brake light and check engine lights coming on and had to take the vehicle into the dealer multiple times. Customer states the alternator needed to be replaced and now the engine control module needed replacement. Customer states she spoke to the dealer about trading in the vehicle but she would lose \$10000.00 if she trades it. customer states that the vehicle is a lemon and the dealer referred her to Chrysler to seek lemon law.

Briefly summarize what the customer is expecting: Customer seeking lemon law

Agent advised that she is NOT actually filing lemon law or any formal process by engaging Chrysler, however we can escalate her case for a further review of the vehicle repair history. Customer agreed.

Customer informed a call back is required and will take place within 1-2 business days.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? (Dealer)

Is this a request for Lemon Law, buy-back or replacement? Lemon law Reassigned to 96L

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

CAIR under review by VG618

Qualifier reviewed warranty history and VIP vehicle does not appear to qualify for Lemon Law.

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

Qualifier spoke with [REDACTED] and stated that the vehicle does not appear to qualify for Lemon Law. [REDACTED] shared that the vehicle has been repaired and returned to her. Qualifier advised that the case will be

close and, for her to contact CAC should additional assistance is needed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG0BH [REDACTED]	Open Date	02/09/2013	Built Date	03/09/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/11/2011	Mileage	42,500	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI			
Dealer Address	4313 S STAPLES ST				
Dealer City	CORPUS CHRISTI	Dealer State	TX	Dealer Zip	78411
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	N/A	Home Phone	[REDACTED]		
	CORPUS CHRISTI TX x	Country	UNITED STATES		

Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Aternator has Open Circuit/Short
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2013-02-09
Road Side File Created 02-09-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
6809 GLASGOW DRIVE 4313 S STAPLES ST
INVERNESS DRIVE
CORPUS CHRISTI CORPUS CHRISTI
TX USA TX
VEH IS SMOKING
DEALER CODE : 45286 LITHIA CHRYSLER JEEP DODGE OF
***** CASE MANAGER TEAM - District U *****
Email Sent to Service Manager SM Steve and Service Director SD David at
Dealer 45286, Requesting information on vehicle
Writer called Dealer 45286, Spoke to SD David, Writer asked about the
vehicle, SD stated he received the email earlier, but he just got out of
a meeting and has not had a chance to gather the information yet, Writer
advised we will wait for his response
Who did you speak with at the dealer and what is their dealer code?
Received email from SD David at Dealer 45286
Is the vehicle at the dealer now? YES
When did it arrive at the dealer? 02/08/2013
What is the current mileage? 42,500
If known, what is the reason for the tow? THE ENGINE WON T CRANK: THERE
WAS SMOKE COMING FROM UNDER THE HOOD.
Have the repairs been completed? NO
If yes, when were they completed? N/A
If no, what is the estimated repair date? 02/12/2013
Are there any parts that need to be ordered? NO
If yes, what are the part & order # s? N/A
Rental provided? YES
If yes, how many days? 4 DAYS CHRYSLER (AM)
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG3	BH [REDACTED]	Open Date	02/11/2013	Built Date	02/04/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	07/18/2011	Mileage	54,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	42631	LANDMARK DODGE CHRYSLER JEEP				
Dealer Address	6850 MOUNT ZION BLVD					
Dealer City	MORROW	Dealer State	GA	Dealer Zip	30260	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	RIVERDALE GA [REDACTED]	Country	UNITED STATES			

Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	Alternator has to be replaced
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
The customer called in to get cost assistance. The vehicle has to have the battery and alternator replaced at a cost of \$1,115.00 and dealer stated would give a discount of \$1,095.00.
The customer doesn't think these should break down in two years.
Briefly summarize what the customer is expecting: The customer is seeking cost assistance .
Agent advised customer that agent was going to talk with the dealership to verify the vehicle is there and what the diagnosis was. The Customer then disconnected the call. Agent tried several times to call customer back but could not get an answer and have closed the case.
Please note original case # [REDACTED]
Customer sending in her invoices for possible reimbursement by fax. Agent attempted to send link to email however it was not working and agent therefore provided customer with fax number.
Customer called stating she did not receive link in her email to attach documentation to. Agent advised previous agent attempted to send link, address wasn't valid. Customer gave another address [REDACTED].
***** Below Customer Contacted for Documentation Request *****
[REDACTED] on 2013-02-18 @ 13:07
***** Below Customer Contacted for Documentation Request *****
[REDACTED] on 2013-02-18 @ 13:10
Reopened and reassigned to MB1448.
***** Customer Document Received *****
Reassigned to 88F
* * * * CASE MANAGER TEAM District M * * * *
Service Dealer: LANDMARK DODGE CHRYSLER JEEP
Ownership: 1
NEW: 1
Currently Owns: 1
Service Contract: Yes/ Maintenance
Out of Warranty: Yes
Time/ Miles: 20000 miles

Status update provided via email to the following email address:

My name is Paige I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Your case number is [REDACTED]

Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66144.

My work hours are 10:00 AM to 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 42631 at 770-968-4900 spoke with Service Advisor Darrel. Went over Customers repairs and confirmed that alternator went out and was replaced as well as battery was replaced due to bad alternator. Customer had vehicle in on 2/8/13.

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

Customer contacted Writer wanted to know what will be reimbursed advised Customer we will be assisting in reimbursment and would have final figure later on this evening. Customer stated best callback number is [REDACTED]

Writer contacted Customer at [REDACTED] to dicuss the final figure with the Customer. Did advise that could reimburse in total \$902.00

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursment for rental vehicle and repairs.

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

n/a

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

n/a

Enter the Mileage at the time of the repair.

56,118

Enter the Date when the repairs were completed.

02/11/13

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

\$656.00

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

What is the total Tax to be reimbursed?

What is the total amount being reimbursed?

\$902.00 (rental being reimbursed for \$246)

****End structured narrative T2 - eReimbursement

Customer did give address of [REDACTED]. Warner Robins GA [REDACTED] to send check to as well as verified name was correct.

Customer Document Reviewed.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG0BH [REDACTED]	Open Date	02/19/2013	Built Date	01/27/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	01/30/2011	Mileage	52,618	Dealer Zone	42 DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	41906	COMMONWEALTH DODGE INC			
Dealer Address	6408 PRESTON HIGHWAY				
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40219
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LOUISVILLE KY [REDACTED]	Country	UNITED STATES		

Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer states that there is a repeat issue with the electrical
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer states that he has had a repeat issue with an electrical problem with the vehicle. Customer states that the radio keeps turning off and the battery saver mode comes on. Customer states that he has had the vehicle repaired at the DLR and recently had the alternator replaced at an IRF.

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

Customer disconnected the call before there was a contact number to reach him. Customer did not state that the vehicle had been diagnosed.

Customer calling back in to continue this case. Customer states that when this vehicle originally had issues he had to pay for the diagnostic and repairs and the issues occurred once again. Customer states the dealer covered the diagnostic however he paid for repairs. Customer states now, 3 weeks later the same issues occurring again and customer is seeking assistance. Customer is frustrated and does not want to have to pay more for this vehicle. CAC advised customer we can look into assistance with repairs however we do need a diagnostic completed. Customer does not feel he should have to pay another diagnostic fee, CAC advised we can not look into assistance until a diagnostic is completed. CAC advised once this is completed a CM can look into assistance with cost of both repair and diagnostic. Customer states that he has gone through this process before with another vehicle and got no assistance and is worried he will pay another fee and have the same result. CAC apologized, Customer states he will go for a diagnostic.

Customer has been declined goodwill assistance in CAIR [REDACTED]. Unless the customer offers new information the decision stands.

Reassigned to SB1315 to stand behind previous decline.

CAC contacted dealer to see if customer has yet to bring this vehicle in for a diagnostic. Dealer states that this customer has not been to the dealer since 2010. CAC closing out this case as customer has not gone to the dealer.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG4	BH [REDACTED]	Open Date	02/22/2013	Built Date	01/25/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	06/30/2011	Mileage	33,618	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	65074	HAYES CHRY-DODGE-JEEP INC				
Dealer Address	719 W PIKE STREET					
Dealer City	LAWRENCEVILLE	Dealer State	GA	Dealer Zip	30045	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	STONE MOUNTAIN GA [REDACTED]			Country	UNITED STATES	

Corporate - CNA Change - Default - Default - Default	COIN updated
Dealer - Parts - Transaction - Other - Default	Per SA Greg dealer order an alternator today
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Per SA the alternator needs to be replace
Product - Drivability - Unknown - No Start - Default	battery saver mode
Corporate - Technical Assistance - Default - Default - Default	seeking a STAR technician to come out and look at vehicle

Briefly summarize why the customer is contacting Chrysler: [REDACTED] called in stating that he has been having several issues with his vehicle. Customer states that his vehicle will go in battery saver mode and then he is not able to start his vehicle. Customer states that he has been to the dealership 3 times for this issue. Customer states that updates were done to his vehicle, and the hands free module was replaced, but he is still having the issue.

Briefly summarize what the customer is expecting: Customer is seeking a STAR technician to come out and look at the vehicle. Customer states that he is going to need a rental vehicle as well, as his vehicle is not operable. Writer advised customer to take his vehicle to the CDJ dealership 65074 as he just left there yesterday. Writer advised customer that the dealership should be able to assist with rental assistance.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 65074

Reassigned to 88F

Status update provided via email to the following email address:

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

Your Case number: [REDACTED]

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66121

My work hours: 9:15 am to 5:45 pm Mountain Time Monday-Friday

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

End of Status Update

Agent attempted to contact dealer 65074 Service Manager (SM) Mike and was advise by SA Torie that the SA working with the customer is Greg Simpson(was at lunch). Writer was put on hold for SM Mike.

Writer advise SM of line 8-11 above. Per SM since the customer bought the vehicle from dealer then dealer can assist the customer with a rental if it is needed. Per SM as soon as customer bring the vehicle to dealer then SM will contact Writer with an update. Writer advise SM that as soon as vehicle is at dealer then Writer can send the case to dealer as an unresolved concern.

Secondary Phone # no secondary

*** E-mail: ***confirmed

called to speak with their Case Manager. Transferred the customer to OL35 at ext 66121

Agent attempted to contact dealer 65074 Service Manager (SM) Mike. Writer was transfer to a recorder.

***** CASE MANAGER TEAM - District Y *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message for a call back at extension 66121.

Writer contact customer at [REDACTED]. Left message for a call back at extension 66121.

Agent attempted to contact dealer 65074 Service Manager (SM) Mike. Per SM the vehicle was brought to dealer last Saturday and per SM dealer is working on the diagnose regarding the issue with the battery been on saver mode. Per SM customer has not ask for alternative transportation but per SM dealer can assist the customer with that if customer requested. SM will contact Writer as soon as dealer has an update. Writer advise SM the case is been send to dealer now as an unresolved concern.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the issue with the battery been on saver mode. Action requested: Please work together with STAR to address customer concerns.

Please update this CAIR with resolution.

#####

2nd attempt made to contact customer at [REDACTED]. Left message advising we are working together with the dealer and STAR division to address vehicle s concerns.

REASSIGNED TO BC/DLR 66 65074 02/26/13 12:02 O 23131258

Writer return call from customer a [REDACTED]. Writer advise customer of line 60-70 above and to please give dealer a little time to address the concern. Customer was OK with this information. Writer advise customer that if there was any other issue that the customer needs assistance. Per customer he will wait for dealer update. Writer advise customer that as soon as Writer get an update from dealer Writer will call customer.

Agent attempted to contact dealer 65074 Service Manager (SM) Mike and spoke with SA Greg working with the customer. Writer advise SA of the STAR update on the case today. Per SA dealer has order an alternator and the part should be at dealer tomorrow. Per SA after that dealer will drive the vehicle for a day or two to be sure the issue has been address. Per SA he will contact customer now to give an update on the repair.

Per SA the PM is Allen.

*Contact Date:02/28/2013

Service Manager at the dealership has updated the CAIR# [REDACTED]

The vehicle has been diagnosed.

Agent attempted to contact dealer 65074 Service Manager (SM) Mike. Per SM dealer got the part and the repair will be completed today and with the OK of the customer the SM will drive the vehicle tonight (about 40 miles) and be sure the check engine lights do not come back and then return the vehicle to customer tomorrow.

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

*Contact Date:03/01/2013

Warranty repair has been documented on Repair Order#548671

CAIR RETURNED FROM DEALER ON 3/01/2013 AT 10:44:915 R 23131258

Writer call dealer 65074 SM Mike.

Per SM he drove the vehicle last night and the issue has been resolved.

Per SA the customer is picking the vehicle latter this afternoon.

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

Writer call dealer 65074 SM Mike. Per SM the customer got the vehicle last Friday and per SM dealer has not hear back from customer.

Writer contact customer at [REDACTED]. Left message that per SM Mike s

information the vehicle was fix and customer got the vehicle back last

Friday and if Writer does not hear back from customer in the next two

days the case will be close.

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

Customer Assistance Inquiry Record (CAIR)#**23181507**

VIN	2B3CL3CG0BH	Open Date	03/08/2013	Built Date	01/21/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	06/27/2011	Mileage	30,000	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	WEST MEMPHIS AR	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Alternator had an internal open short.
Product - Electrical - Battery - Complete Failure - Default	seeking reimbursement for battery replacement
Product - Drivability - Unknown - Hesitation/No Power - Default	vehicle experienced loss of power
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Customer states that since after 6 mos. she has experienced problems with her check engine light coming on and the dash lights dimming and intermittently not coming on. Customer states that dealer 60419 has attempted to resolve her concerns 3-4 times. Customer states that on 3/7/13 when driving vehicle she lost all power leaving on the side of the road. Customer says that she had vehicle towed to Advantage Auto that was close to the area and they advised that her battery needed replacement and she purchased a new battery to get her home. Customer is seeking reimbursement for out of pocket cost for the battery as vehicle is still under warranty. Writer advised that would escalate her file to case manager for further consideration and provided SLC fax to customer for submission of documents. Customer also advised that she had spoken with SA Tim this morning at dealer 60419 who advised to contact Dodge for help in accessing roadside assistance to have vehicle towed to dealer for further investigation. Writer conferenced call to roadside assistance and agent assisted customer with arranging towing.

Briefly summarize why the customer is contacting Chrysler: battery failure due to undiagnosed concern

Briefly summarize what the customer is expecting: reimbursement for battery cost and assistance resolving vehicle concern

Who has possession of the vehicle? OWNER

Has an authorized dealer diagnosed the vehicle? VEHICLE BEING TOWED TO DEALER 3/8/13

If a CDJR dealer has diagnosed, what is the dealer name and code? 60419

Customer advised a call back will take place within one business day. YES

Preferred Morning/Midday call back number is: (MOTHER)

Preferred Afternoon/Evening call back number is:

Customer email address for case updates: NOT PROVIDED BY CUSTOMER

Reassigned to:88F

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

Customer is the original owner, and does not own any other vehicles.

Cancelled 5/100 Max Care MVP.

In warranty by 15 months and 6,000 miles.

Writer contacted dealership 60419 at 901-872-0195. SM Rodney advised writer that the alternator had an internal open short and was replaced already. Writer thanked SM for his assistance, and the call completed.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Number not available, tried [REDACTED]. Busy signal, could not leave message.

Writer contacted customer's mother at [REDACTED]. Customer confirmed repairs to the alternator, and inquired what information was necessary for the battery reimbursement. Writer advised that a receipt showing the payment amount, as well as proof of payment were necessary, and that it would be best to reference both the CM and the CAIR number, and supplied the fax number again, per customer request. Customer thanked writer for his help, and the call completed.

Writer contacted customer. Left message advising case will close on Thursday due to no documents.

Writer currently waiting for SBP.

Customer faxed-in the required documents, reopening case.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation

Writer contacted customer at [REDACTED]. Busy signal, tried [REDACTED]. Customer's mother stated that her daughter's phone does not work, and she gets off work at 4:30 CST, and stated that she could have her contact writer back. Customer's mother inquired what writer was trying to speak with her daughter about. Writer stated that he needed a phone number for the place the battery was replaced at, as he needed to confirm that the battery was paid for. Customer's mother stated that she may have a receipt with Walmart's phone number on it, and stated that she would call writer back once she found it.

Writer contacted customer at [REDACTED]. Busy signal, tried [REDACTED]. Customer's mother advised that the customer got the battery from an auto parts place. Writer advised the customer's mother to pass along the message to contact CM. Writer also advised that there would be a follow up no later than 03/25.

Customer faxed-in documents, Advance Auto phone number: 870-735-5523.

Writer contacted Advance Auto at 870-735-5523. Writer advised that the customer's phone number is necessary to confirm the purchase.

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

[REDACTED] on 2013-03-25 @ 15:31

Writer contacted Advance Auto. TJ advised writer that the information could not be given unless the customer authorized it first.

Writer contacted customer's mother. Left message advising lines 72-73.

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

Customer Document Reviewed.

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

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Writer contacted customer's mother. Writer was about to leave message, but phone was picked up, and line was disconnected.

Disregard lines 77-82

Customer left message, requesting call-back.

Writer contacted customer's mother. Customer's mother stated that her daughter called Advance Auto and asked them to release the information. Writer stated that he would contact Advance Auto, and would contact the customer back once he received confirmation of the purchase. Customer thanked writer for his assistance, and the call completed.

Writer contacted Advance Auto. Part-owner Jeff advised that someone did call in earlier today, but was not the person that purchased the battery or something like that, so no information can be given. Jeff stated that he would be there for another hour, and would be there on Thursday, as well.

Writer contacted customer at [REDACTED]. Busy signal, could not leave message. Tried customer's mother's number [REDACTED]. Busy signal, could not leave message.

Customer called in and stated that her fiancée was the one who bought the battery. Writer inquired about the number he used. Customer stated that his number was [REDACTED] and his name is [REDACTED]. Writer thanked customer for calling-in, and the call completed.

Writer contacted Advance Auto. Employee confirmed purchase of the battery with cash. Writer thanked employee for his help, and the call completed.

Writer contacted customer. Left message requesting call-back.

2nd attempt made to contact customer. Left message.

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

as1371@chrysler.com on 2013-03-28 @ 13:27

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

Customer Document Reviewed.

3rd attempt made to contact customer. Busy signal, could not leave message.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for a battery that was replaced under warranty.

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

N/A

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

N/A

Enter the Mileage at the time of the repair.

30,000

Enter the Date when the repairs were completed.

03-07-13

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

\$137.99

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

N/A

What is the total Tax to be reimbursed?

N/A

What is the total amount being reimbursed?

\$137.99

****End structured narrative T2 - eReimbursement

Writer contacted customer at [REDACTED]. Left message advising case would close tomorrow if no contact.

Caller [REDACTED] requesting to speak with Case Manager. Writer warm transferred call to CM for further assistance.

Customer called in and inquired why writer did not speak with her mother about this. Writer stated that he needed to speak with the vehicle owner about reimbursement, otherwise he would have contacted her mother. Writer offered reimbursement of \$137.99. Customer accepted, and confirmed her address. Customer also supplied an alternate address she would prefer to have the check mailed to: PO box 452 Marion, AR 72364. Writer advised that if it was possible to send the check to the alternate address, he would do so, and advised that the check should arrive within 7-14 days. Customer thanked writer for his help, and the call completed.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG9	BH [REDACTED]	Open Date	03/15/2013	Built Date	01/31/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	07/25/2011	Mileage	35,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	65423	HOOVER CHRYSLER JEEP OF SAVANNAH,	INC.			
Dealer Address	8701 ABERCORN EXPRESSWAY					
Dealer City	SAVANNAH	Dealer State	GA	Dealer Zip	31416	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SAVANNAH GA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	Customer's module killed alterantor, drained battery.
Referral - Service Contracts - Default - Default - Default	customer unaware SC included Rental.

Briefly summarize why the customer is contacting Chrysler: The customer is seeking rental because her alternator is dead, and her vehicle will not be repaired until late Monday.

Briefly summarize what the customer is expecting: the customer wants a rental because her vehicle is in the shop for repair to the alternator.

This writer was going to follow standard rental procedure with the information available based on the customer s circumstances during a system reboot, however after the fact when everything was accessible again this writer saw that the customer had a service contract that covered rental. This writer called back the customer, and spoke with Bruschetta in Service Contracts, and explained to her [REDACTED] s situation, providing the Service Contract number. Bruschetta asked for SC number and info and then was introduced.

Contract Number: [REDACTED] Name: [REDACTED]

Secondary Name:

Option Code: WA5100N Description: ADDED CARE PLUS

Effective Date/Odometer: July 25, 2011 @ 441 miles Option Sale Date: July 25, 2011

Expiration Date/Odometer: July 24, 2016 @ 100,000 miles

State/Province: GA

Contract Selling Dealer: 65423 - HOOVER CHRYSLER JEEP DODGE

Maximum Rental Amount per Day: 35.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 175.00 Deductible: 100.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG6 BH [REDACTED]	Open Date	03/21/2013	Built Date	01/20/2011	
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	01/28/2011	Mileage	51,514	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	41943	GANLEY DODGE INC				
Dealer Address	123 BROADWAY AVENUE					
Dealer City	BEDFORD	Dealer State	OH	Dealer Zip	44146	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	WARRENSVILLE HEI OH [REDACTED]	Country	UNITED STATES			

Product - Electrical - Unknown - Other - Default	Vehicle broke down. Suspect Alternator. Vehicle damaged.
--	--

DM visits dealer and noticed vehicle in shop with 4 flat tires and all glass smashed out. Large rock wedged into rear back glass. Owner contends that vehicle failed on the road and she had to abandon the car in a 'bad neighborhood' and this is what happened. Owner contends that dealer replaced battery 48231 miles in January 2013. Dealer replaced battery and noted that charging system was charging at 14.5v at the time. Owner states that she then had a problem and took vehicle to AutoZone who told her alternator was not charging. Owner has independent extended warranty which applies to current repair. No Chrysler responsibility with repair expense or damage done to vehicle. Owner directed to contact her insurance company. TAS13

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG7	BH [REDACTED]	Open Date	03/27/2013	Built Date	02/14/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/31/2011	Mileage	39,252	Dealer Zone	51	CHICAGO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	CALUMET CITY IL [REDACTED]	Country	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement
Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	
Product - Electrical - Battery - Other - Default	

POSTMARK DATE: 031813; DATE RECEIVED: 032213

Customer has written in because on March 13 the battery saver mode light came on and dealer diagnosed as battery and changed it. Customer left dealer and light came on again and this time they changed the alternator and charged customer. Customer is seeking some reimbursement for the repair as he is just OOW by 3000 miles.

Writer called dealer at 708-474-2300 and spoke with Tom/service advisor that worked on the vehicle. Tom states the alternator not charging would have drained the battery. Writer requested to speak with Bob/SM but was advised he is in a meeting until 2:30 central time.

Writer called dealer at 708-474-2300 and left voicemail for Bob/SM requesting he contact me. Writer provided vin number and my contact information.

Writer called dealer at 708.474.2300 and left voicemail for Bob/SM to please contact me regarding dealer opinion on reimbursement for customer.

Address on paperwork matches address in COIN.

Writer found the customer is the original owner of the vehicle.

Writer found the customer has had 3 vehicles at address and currently owns 1 vehicle.

Writer found the customers basic, emissions, adjustments and air conditioning has expired.

Writer found the customer has the following warranties left on the vehicle:

Power train, Automatic transmission, Perforation and extended federal emission.

Writer found the customer does have a MVP contact for oil changes only. Writer contacted the dealership at 7084742300.

Writer left a message for the service mänge advising for the customers request for reimbursement for replacing the battery as well as the alternator replacement.

Writer left the invoice and VIN number for the service manger.

Writer left her phone [REDACTED] and extension 4718311 and the CAIR number for the service manger.

Writer contacted the dealership at 7084742300.

Writer left a message for the service manger Bob advising for the customers request for reimbursement for replacing the battery as well as the alternator replacement. Writer left the invoice and VIN number

for the service manger. Writer left her phone 8556759219, and extension 4718311 and the CAIR number for Bob service manger.

Writer contacted the dealership at 7084742300.

Writer left a message for the service manger to call her back.

Writer left her phone 8556759219, and extension 4718311 and the CAIR number for the service manger.

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 Service manger Bob is not returning calls

Action requested: Service manger Bob to contact the writer. Please update this CAIR with resolution.

#####

Writer contacted the dealership at 7084742300.

Writer spoke to the receptionist and she paged the service manger Bob, Bob did not respond to his pages and the writer left a message asking Bob to contact the writer at 8556759291 extension 4718311. Writer also left the customers name and CAIR number for Bob the service manger.

Writer contacted the dealership at 7084742300.

Writer left a message for the service manger to call her back.

Writer left her phone 8556759219, and extension 4718311 and the CAIR number for the service manger.

Waiting on Supervisor action.

Writer was advised to contact the dealership again.

Writer contacted the dealership at 7084742300.

Writer left a message for the service manger to call her back.

Writer left her phone 8556759219, and extension 4718311 and the CAIR number for the service manger.

As advised by supervisor,writer is to contact the customer and ask to submit a copy of the invoice and offer the cost of the part and taxes and reimbursement.

Writer contacted the customer at [REDACTED].

Writer left a message for the customer to give her a call back.

Writer left her number 8556759291, extension 4718311 and CAIR number for the customer.

Writer contacted the customer at [REDACTED].

Writer left a message advising the customer we are still waiting for your proof of payment, proof of payment is front and back of check, bank or credit card statement or cash register receipt if you paid cash. I will be closing your CAIR in 2 however a new CAIR can be opened when your documentation has been received.We also require your complete invoice. Please fax your documentation to 8777685076. I can be reached at 8556759291 extension 4718311 if you have any questions.

Please OMIT lines 79-86.

Writer received the call from [REDACTED]

Writer advised [REDACTED] she has received his letter in the systems and would like to offer the customer reimbursement in the amount of parts and tax.

[REDACTED] stated that would be great and he appreciated the writer reimbursing him.

Writer thanked [REDACTED] for choosing Dodge.

Business Case for Goodwill

Customer has submitted request for goodwill, for repair to battery and alternator, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.

Customer s proof of payment is: Dealership paid stamp

Date of Repair: 3/13/13

Invoice #: 109864

In-Service Date: 3/31/11

Original Owner: Yes

Mileage: 39500

Loyalty: 3

Multiple Repairs: no

Authorized Chrysler Dealership: yes 45457

Dealer Opinion: See lines 72-73

Service Contract/Warranty: Yes

Out-of-Pocket: Yes
Labor \$0.00
Parts \$169.00
Misc. \$ 0.00
Tax \$14.37
Total \$183.37.

Business Case for Goodwill

Customer has submitted request for goodwill, for repair to battery and alternator, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.

Customer s proof of payment is: Dealership paid stamp

Date of Repair: 3/15/13

Invoice #: 109887

In-Service Date: 3/31/11

Original Owner: Yes

Mileage: 39258

Loyalty: 3

Multiple Repairs: No

Authorized Chrysler Dealership: yes 45457

Dealer Opinion: See lines 72-73

Service Contract/Warranty: Yes

Out-of-Pocket: Yes

Labor \$0.00

Parts \$ 479.50

Misc. \$ 0.00

Tax \$40.76

Total \$520.26.

Total Reimbursement \$703.63 (lines 141+117)

Writer is submitting check for approval in the amount of \$703.63.

Approved and Processed

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG5BH [REDACTED]	Open Date	03/28/2013	Built Date	02/05/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/11/2011	Mileage	44,543	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	68608	CARMAX CHRY-JEEP OF NORCROSS			
Dealer Address	1975 BEAVER RUIN ROAD				
Dealer City	NORCROSS	Dealer State	GA	Dealer Zip	30071
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NORTHCREST GA [REDACTED]	Country	UNITED STATES		

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement on battery replacement
Product - Electrical - Battery - Other - Default	Customer seeking reimbursement on battery replacement
Product - Drivability - Unknown - No Start - Default	Engine/No start
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Per SA the alternator needs to be replaced

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is having an issue with vehicle not starting. Customer stated this is the second time this happens. Customer also stated he was supposed to get a check for reimbursement for towing services but he never got it. Customer will be in contact with the dealership to have vehicle towed in.
 Briefly summarize what the customer is expecting:
 Resolution to his issue.
 ****End structured narrative T2 - Beginning Narrative
 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? 68608
 Carmax Chrysler Jeep
 Customer advised a call back is required and will take place within one business day
 Preferred Morning/Midday call back number is: [REDACTED]
 Preferred Afternoon/Evening call back number is: [REDACTED]
 Customer email address for case updates: [REDACTED]
 ***** CASE MANAGER TEAM - District Y *****
 Service Dealer: 68608
 Ownership: 4th Owner
 Owned: 1
 New: 0
 Used: 1
 Currently owns: 1
 Service Contract: EC24N
 Out of Warranty
 Miles: 8,000
 Writer attempted to contact Service Manager at dealer 68608, left

message.

Writer spoke to operator Kim at dealer 68608. Kim stated vehicle is at the dealer and the technician will be looking at it on 4/1/13.

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

██████████ Left message.

Writer attempted to contact Service Manager at dealer 68608, left message.

Writer spoke to Service Advisor Wayne at dealer 68608, SA stated they were able to drive it today but they have not been able to get a diagnosis yet.

2nd attempt made to contact customer. Line went dead and couldn't leave a message.

Customer call back requesting to talk to CM Maria, Writer advice CM is currently on the other line. Writer advice customer CM will call back by the end of the day.

Writer spoke to Service Advisor Belinda at dealer 68608. SA stated vehicle is at the dealership and the alternator needs to be replaced. SA stated it is an internal defect.

Writer spoke to Service Manager Scott at dealer 68608. SM confirmed information that was discussed with SA. SM stated he is possibly not assisting due to 4th owner however, he will look into it. SM stated he has assisted customer with not charging him for towing services. SM stated he has no loyalty to the dealership.

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

██████████ on 2013-04-02 @ 13:42

Writer contacted customer at ██████████. Writer provided information that was discussed with Service Manager and Service Advisor. Writer informed customer previous agent per case ██████████ offered to assist with reimbursement for battery. Writer requested documentation to be sent in. Writer will follow-up by tomorrow with a decision made.

Writer spoke to Service Advisor Belinda at dealer 68608. SA stated they are going to assist the customer with the cost of the repairs. SA stated instead of it being \$739.00 it is going to be \$605.78. SA stated the customer has accepted the offer and repairs should be completed by the end of today.

Writer contacted customer at ██████████. Writer confirmed pricing information. Writer will follow-up tomorrow to confirm repairs.

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

Writer attempted to contact Service Advisor Belinda at dealer 68608, left VM.

Service Advisor Belinda at dealer 68608 contacted writer. SA stated repairs have been completed however; customer has not picked up his vehicle.

Writer attempted to contact customer at ██████████, left VM.

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

██████████.com on 2013-04-04 @ 16:25

Writer contacted customer at ██████████. Customer stated he will be picking up his vehicle on 4/8/13 due to him being out of state right now. Writer requested to send documents with detailed charges for parts since we are only reimbursing for the battery.

Writer attempted to contact Service Advisor Belinda at dealer 68608, left VM.

Writer contacted customer at ██████████. Customer stated he will be picking up his vehicle by 4/10/13 and send in the documents.

Writer attempted to contact Service Advisor Belinda at dealer 68608, left message.

Service Advisor Belinda at dealer 68608 contacted writer. SA stated customer has not picked up his vehicle.

Writer attempted to contact customer at ██████████, left VM. Writer informed customer we will follow-up 4/12/13 to confirm if we have received documents and if vehicle has been picked up. Writer will be reimbursing for the battery charges.

Writer call dealer 68608 SA Belinda (working with the customer).

However, SA was not available. Left message for a call back at extension 66121.

Writer contact customer at ██████████. Left message advising that we are still waiting for the documentation for the reimbursement of the battery and a call back at extension 66121.

Writer call dealer 68608 SA Belinda. Unable to reach.

Writer call dealer 68608 SA Belinda and spoke with SA Becky. Per SA the

vehicle has 44543 miles and per SA the customer is picking the vehicle as we speak.

Writer contact customer at [REDACTED]. Per customer he has had some issues responding to the link and per customer he will fax the documentation this afternoon. Writer advise customer of the time frame and the fax # 801-736-3929. Per customer he got the vehicle back today and his wife is driven the vehicle. Customer wants to know the price of the alternator. Writer offer to locate dealer in his area for further assistance and customer decline.

Writer contact customer at [REDACTED]. Left message advising that Writer has not received the fax for the battery reimbursement and request a call back at extension 66121.

Writer contact customer at [REDACTED] Request a call back at extension 66121.

Writer contact customer at [REDACTED]. Left message advising that no documentation has been received yet for the battery reimbursement and if the documentation is not received by 4/19/13 then the case will be close on that date.

Writer is closing the case since customer did not send documentation requested during the time frame.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2C3CDXJG7	CH [REDACTED]	Open Date	03/29/2013	Built Date	04/18/2012
Model Year	2012	Body	LDES48	DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN		
In Service Dt	05/26/2012	Mileage	11,000	Dealer Zone	32	NEW YORK
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Dealer	67617	DECOZEN CHRYSLER JEEP CORP				
Dealer Address	665 BLOOMFIELD AVENUE					
Dealer City	MONTCLAIR	Dealer State	NJ	Dealer Zip	07042	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NORTH CALDWELL NJ [REDACTED]	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Other - Default	Customer stated the vehicle won't start
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Briefly summarize why the customer is contacting Chrysler: Customer stated that he was given this number by the dealership in regards to getting a rental. Customer stated that this is the 3rd time that this has happened. Customer stated that the vehicle has been at the dealership since Monday. Customer is looking for a rental.

Briefly summarize what the customer is expecting: A rental vehicle

Writer left message for Jamie Service Manager (67617) at Decozen 973 744 2000 This is Sandy calling from Chrysler in regards to a mutual customer [REDACTED] with a 2012 Dodge Charger at your dealership since Monday with a no start concern. [REDACTED] is looking for a rental vehicle. This does fall under your empowerment under d-11-53 please make a decision and contact the customer.

Who has possession of the vehicle? Decozen
 Has an authorized dealer diagnosed the vehicle? yes
 If a CDJR dealer has diagnosed, what is the dealer name and code? 67617 Decozen 973 744 2000

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
 Correction to line 6 customer looking for rental and properly working vehicle

Customer has been trying to get in a rental and has been trying to get the dealership to contact them. Two agents contacted the SM Jamie and has not been able to take the call. This is regarding to put the customer in a rental.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates [REDACTED]
 Reassigned to 86R
 ***** CASE MANAGER TEAM - District 1 *****
 Status update provided via email to the following email address:

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

Your case number: [REDACTED]

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

My extension is: 66200

My work hours are: 9:00 to 5:30 PM EST, Monday-Friday.

I will be in contact with you as soon as I review the diagnosis of your vehicle with the service manager at the local dealership. Thank you for your patience while we attempt to resolve this problem for you.

End of Status Update

Writer contact SM Jamie got her voice mail, did not leave a message due to that we will try to call back again and there was a message left from previous agent.

Agent attempted to contact dealer Service Manager Jamie, however, SM not available. Left message for a return call at extension 66200

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

Writer stated on the message that we are waiting for our dealer to contact us to provided us more information regarding the issue. Writer advised that we will contact customer tomorrow and if we hear back from the dealer today we will contact customer as soon as possible. Writer will follow with customer tomorrow 04/02/2013.

Customer contact writer: Writer advised customer we are waiting for our SM to call us back to get more information regarding his issue. Customer stated that the best thing he would like to be done is for his vehicle to be bought back. Writer stated to customer that we can forward this case to our team and they will be able to let him know if he qualifies and if he doesn't qualify for a buy back the case will returned to us and we will follow up with issues.

Customer was advised that due to the nature of their request a call back is required and will take place within one to two business days.

Preferred call back number is [REDACTED].

Who has possession of the vehicle? Dealer

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

***** 91L Review *****

***** 91L Review *****

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

**** Michelle Kisner with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Michelle Kisner at 888-542-7239, extension 463. Thank you. ****

INITIAL CONTACT TO CUSTOMER. Customer states car only 1 year old and having multiple issue with his car not starting after sitting for approximately a week. First time he simply jump-started himself. Second time vehicle was towed to dealer and now last week vehicle was jump started and drove to dealer. Car has been at dealer for nearly 9 days. Customer feels the customer service from dealer is very poor and he is asking for a daily phone call and not getting that. He is highly upset. He has also had troubles in the past with getting a rental vehicle. Customer finally got a rental on 3/31. Apologized to customer for the inconvenience, as I can certainly understand his frustration and/or concerns. Advised customer that his case has been forwarded to me for Special Handling to assist with vehicle repair per the Terms of the Warranty, including Escalated Technical assistance, parts expediting and Rental authorization if necessary. He understands from dealer a special technician will be going to dealer to look at his car. Advised customer that I would like to review his case with the Dealer and will call him back as soon as a plan of action has been assessed towards a resolve. Customer wants an exact timeline as to when to expect a buy back. Customer feels he has been highly inconvenienced and wants to file formal complaint against the dealer. Explained to customer he will hear from me every 2-3 days and we'll work towards a repair at this time. Customer reluctantly accepted my offer although stated he is meeting with his attorney today. I referred customer to blue and white booklet should he pursue that avenue. Mk933 ***** will contact dealer and customer 4/4*****

INITIAL CONTACT TO DEALER. Spoke with Jamie, Service manager who advised

me the vehicle is in for a start issue. After the vehicle sits for a bit, it won't start. STAR case has been opened and SM feels suggestions from STAR are not helpful. She contacted her DM (t7036AV) yesterday to escalate the issue. She stated her DM is working to get a Specialized Technician to visit the dealer and physically address customer's vehicle. SM stated customer in a rental for now but if he mentions LL he will be taken out of the rental. Advised SM that I addressed that with customer and let her know we are still working towards a repair at this point. Advised SM I will contact the customer tomorrow with a status update. Mk933 *****will follow-up with dealer 4/4 as well as customer*****

*****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

4/4: Left message with Jamie, Service Manager at Decozen Chrysler Jeep Dodge (67617) asking whether she has heard from the DM and what is status of customer's vehicle. Left my contact information. Mk933 *****will follow up with dealer 4/5*****

Left voice message with customer apprising him that I spoke with SM and she has reached out to her DM. We are waiting to hear back from DM as SM doesn't feel STAR recommendations have been helpful. Stated I would contact him 4/8 unless we hear back from DM before then. Let him know he could contact me if anything comes up before Monday. Mk933 *****follow-up with customer 4/8*****

*****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

4/5: Received voice message from customer at 1:30 pm and again 3:45 pm from work number [REDACTED] asking for an update from the dealer. 4/8: Called dealer and left a voice message with SM Jamie asking for a status update. Mk933 *****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

Called customer to ask if he's had contact with the dealer. He stated he received an email today indicating a technician specialist has identified the problem. A part has been ordered and should be arriving tomorrow. Customer stated the dealer thinks vehicle should be repaired 4/11. Customer let me know he received a phone call from rental place indicating they need to swap vehicles as the one they are currently driving has been sold. I thanked the customer for the information as I've had no response from the dealer. I advised customer I would follow up with him 4/11 afternoon to see if vehicle repaired and he's picked it up. Customer agreed and wanted to know if I could email him the case number. I advised I could not but would be glad to give to him verbally or through voice message. Customer said he would get the number next time. Mk933 *****follow-up customer 4/11 for vehicle repair*****

*****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

Called customer and left voice message to see if customer got vehicle picked up. Will follow-up with him on 4/16 to see how vehicle test driving. Mk *****follow-up 4/16*****

*****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

Customer called at 1:35 pm requesting a call back at [REDACTED]. 4/16: Called customer who states he has his vehicle back but needs it to go back into the dealer as the plastic casing under the steering column isn't put in correctly on the right hand side. I let the customer know I would contact the dealer so they know vehicle is coming back in. Will contact dealer 4/17. Mk933 **follow-up with dealer 4/17*****

*****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

Called dealer and spoke with SM Jamie letting her know customer would like to bring the vehicle back in to have the plastic casing adjusted as the wires aren't sitting in there correctly. She said it could be done while customer waits so have him call or email and they'll take care of it. Thanked her and let her know I'll contact customer. Mk933

4/17: Called customer at work and spoke with the secretary asking her to let the customer know he can email the SM to schedule the appointment. Mk933 ***will follow-up with customer 4/23 to see if vehicle repaired and offer 1 month payment reimbursement**

*****If the customer should call, please request them to contact

Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

Called customer to see if vehicle repaired. He said yes. I asked him to send me a copy of his bill of sale (he paid cash) so I could reimburse one month payment for his inconvenience. He was appreciative and I provided my fax number. Mk933 ***follow-up with customer 4/25 to see if I received his bill of sale****

*****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

haven't seen payment documentation. Will check again tomorrow. Mk933 Called customer and reminded him to fax me bill of sale. Mk933

****watch for fax by 5/2*****

Received voice message from Jennifer McCormick stating she faxed me the bill of sale for customer. Looking for confirmation.

..Called Jennifer back letting her know I did receive the fax and I'll process within the next couple days. Mk933

*****If the customer should call, please request them to contact Michelle Kisner at 888-542-7239 extension 463. Thank you. *****

Submitted one month payment reimbursement of \$622.22 for customer's inconvenience. mk933

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

mbyus@impartialservices.com on 2013-05-02 @ 18:42

5/2/13: Emailed tjb16 the customer's payment reimbursement check has been submitted and approved in the amount of \$622.22. Follow up regarding reimbursement on 5/6. mb981

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

5/3/13 Received email from tjb16 confirming customer's payment reimbursement has been issued and mailed to the customer. CM CLOSING CAIR: Customer's vehicle has been at the dealer on 3 different occasions for battery draining/no start issues. The latest repair worked with STAR, AM (AWV2), and TA. They found the hands-free module was turning on by itself, causing the battery to drain over a period of time. Customer was out of his vehicle 19 days on the latest repair so I offered him a one month payment reimbursement in the amount of \$622.22. Customer was thankful for the reimbursement and pleased with his repairs. mk933

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	04/05/2013	Built Date	02/04/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/05/2011	Mileage	51,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	45115	VAUGHN CHRYSLER JEEP DODGE				
Dealer Address	1120 NW MAIN ST					
Dealer City	BUNKIE	Dealer State	LA	Dealer Zip	71322	

Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	BUNKIE LA [REDACTED]	Country	UNITED STATES			

Product - Steering - Unknown - Other - Default	Vehicles steering failed brake lights come on vehicle stalled in traffic
--	--

Briefly summarize why the customer is contacting Chrysler [REDACTED] called stating her vehicle s Power steering is gone again and it hasn t been 30 days later and the ABS light comes on. Customer states she paid for the repair the first time and now it s happening again.

Briefly summarize what the customer is expecting: Customer wants cost assistance for the repair this time.

Agent called the dealership and spoke to SM Joel from GM motors SM Phyllis is for Dodge and she is not in at time of call. SM Phyllis will be back in on Monday.

SM Joel states yes this vehicle was in just recently but he is unsure of specifics because he is for GM Motors not Dodge but will confirm they are currently working on the vehicle at this time.

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

3rd owner

3 vehicles in household 3 used

No Service Contract

Out of warranty 3/36 by under years 15000 miles

Still under POWERTRAIN

Writer called dealer and asked to speak with Service Manger Phyllis.

Writer asked SM what the diagnosis is on the vehicle. SM said they are working on the vehicle now and she will need a battery and alternator.

Writer asked SM if there was any abuse or neglect on the vehicle. SM said no abuse or neglect on the vehicle. Writer asked SM if the customer is loyal to the dealer. SM said never been there but one time.

Customer called for an update on the file.

Agent advised that agent is speaking with dealership and will be contacting her later today.

No decision on file to provide to customer.

Writer called dealer and asked to speak with Service Manger Phyllis. Went to voicemail two times and called back. Writer asked SM if they have the prices ready. SM said yes she has them.

Parts \$ 555.80

Labor \$87.51

Total \$ 643.41

Co-pay \$350.00

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

Writer called customer. Customer said to call her on her house phone

[REDACTED]

As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$555.80

Labor = \$87.51

Total = \$643.41

Co-pay = \$350.00

DIRECT-TO-DEALER

Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.

If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.

When repairs are completed, submit your claim as you would normally.

If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

Writer called customer. Writer asked customer if the Power steering went out. Customer said yes, it s the something the at happened the first time. Writer said its nothing to do with the power steering what needs to be replaced is the battery and the alternator. Writer let customer know to call the dealer to let them know if she is good with the co-pay.

[REDACTED] calling to speak with case manager MH1301. Writer transferred customer over to ext 66387 to leave a voice mail if cm is unavailable.

Secondary number: [REDACTED]

Email: declined

Writer called dealer and asked to speak with Service Manger Phyllis.

Writer asked SM if the parts have gotten there. SM said they parts came in. Writer asked SM if they are working on the vehicle. SM said if it s not done today it will be tomorrow.

Writer called customer. Writer let customer know the dealer will have the vehicle finished today or tomorrow. Customer asked she can have the parts that came off the vehicle. Writer said she can t have the parts.

Writer called dealer and asked to speak with Service Manger Phyllis.

Writer asked SM if the vehicle is finished. SM said the vehicle is finished. SM said she hasn t picked up yet.

Writer called customer. Writer asked customer if she is going to get the vehicle today or tomorrow. Customer said she will get it today.

1st attempt made to contact customer. Couldn t leave a message.

Writer called customer. Writer asked customer how the vehicle is doing since she got it back form the dealer. Customer said the vehicle is doing well.

Writer let customer know writer is closing out the case.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.



Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1BH [REDACTED]	Open Date	04/10/2013	Built Date	05/03/2011	
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/03/2011	Mileage	68,000	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	65940	FRESNO CHRYSLER JEEP				
Dealer Address	4880 NORTH BLACKSTONE AVENUE					
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	FRESNO CA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dash lights started flashing
Corporate - Recall - Default - Default - Default	Inquiring about his recall notice
Product - Electrical - Unknown - Other - Default	Vehicle started smoking
Product - Electrical - Power Windows - Other - Unknown	Windows would go up and down by themselves
Product - Electrical - Wipers / Washers - Other - Front	Wipers would start by themselves

Briefly summarize why the customer is contacting Chrysler: The customer had called in and stated that his vehicle started smoking, all the dash lights started flashing and the wipers started on their own. The customer also stated that the windows went up and down by themselves. The customer stated this happen when he was driving his vehicle. The customer stated that he finally got his vehicle to stop put it in park it was stuck in park. The customer stated he had it towed to his home. The customer also stated he had received a recall notice and he feels these things that happen with his vehicle is the same as the recall notice. The customer was inquiring about that notice.

Briefly summarize what the customer is expecting: Information about recall.

Agent advised the customer he did have a recall notice on his vehicle M10 abs/esc wiring. Agent advised the customer he did have towing assistance on his vehicle. Agent advised the customer to have his vehicle towed to a Dodge or Chrysler dealership to have that repair done. If it is the same issue as the recall, the repair would be covered under that recall. Customer contacted Chrysler RECALL as they had lost the paperwork with the dealerships phone number on it. Customer states they thought it was a Ghost. Agent provided the phone number for the dealership the customer had it towed to, dealer 65940U.

Customer called in and was stating what was going on with his vehicle when the line dropped. Agent had not got any information yet from the caller but used the number that showed up on the phone to pull the information. Agent tried to call the number back and did not get an answer

The customer called back and repeated information in lines 1-7. The customer states that he had the vehicle towed to the dealer. The writer advised the customer that the file would be forwarded and requested that the customer call CAC back with diagnosis once completed. The writer

provided the CAIR number for further reference.

Reassigning file back to CC1175. Please follow AnswerConnect ID 23513. Customer called for goodwill assistance. Customer states the dealership advised the customer contact CAC since the repair is not covered under the recall.

Agent spoke with SA Randy at dealer code 65940. Randy states that the alternator and a battery need to be replaced and it will cost \$1044.73. Randy states that the recall has nothing to do with the alternator and battery. Randy states that the ABS/ESC fuse may need to be relocated and the fuse type upgraded.

Agent advised customer that goodwill assistance will be reviewed and a call back would take place within 1 business day.

Agent reviewed goodwill with TL. Customer does not meet the goodwill matrix.

Agent called the customer back and left a message.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Agent spoke with TL Anne regarding line 45. The TL advised to close the CAIR.

Briefly summarize why the customer is contacting Chrysler: Customer called in to follow up on the case as he was advised that he would get a call back regarding the concerns he is having.

Briefly summarize what the customer is expecting: Customer is expecting an update on the case.

Agent explained to the customer that the dealership was contacted and they stated that the problems he is having are not related to the recall as he needs a new battery and alternator. Customer stated that this is incorrect and the problems he is having are because of the recall. Agent explained to the customer that he is outside of warranty and Chrysler will not be assisting with the repairs.

Customer requested to speak with a supervisor, agent explained that the decision was already made by a supervisor. Customer will requested to speak with someone, agent placed customer on hold and customer disconnected.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CGX	BH [REDACTED]	Open Date	04/10/2013	Built Date	02/28/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/02/2011	Mileage	43,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	41874	BONIFACE HIERS CHRYSLER DODGE				
Dealer Address	1775 E MERRITT CAUSEWAY					
Dealer City	MERRITT ISLAND	Dealer State	FL	Dealer Zip	32952	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	COCOA FL [REDACTED]			Country	UNITED STATES	

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Vehicle requires diagnosis
Product - Electrical - Lamps and Switches - Other - Default	abs light on
Product - Drivability - Unknown - No Start - Default	vehicle would not start

Briefly summarize why the customer is contacting Chrysler: The customer states that while driving the ABS light came on and she could smell a rubber odor. The customer states that the vehicle would not start after she parked it. The customer states that the dash lights were all on. The customer states that all the lights went off and then came back on about 20 minutes later. The customer states that she left the vehicle at work and will have it towed to the dealer tomorrow. The customer read on-line that there was a recall related to the ABS system. The writer advised that there was a previous recall M10 that was related to the ABS. The writer advised the recall had been completed. The writer advised the customer to check with the dealer on the M10 to see if it applies. The writer advised the customer to call back to CAC and provided the CAIR number if further assistance is required.

Briefly summarize what the customer is expecting:

Reassign to: 861

Customer called back stating the diagnosis of the vehicle. Customer stated she needs a new alternator which has gone bad and two computers need to be flashed. Customer seeking the cost assistance for the repair. Writer contacted dealer 41874 and spoke with the SA Craig who stated that the SM was not in today. Writer advised SA that they are empowered to provide the customer with cost assistance under the Warranty Bulletin D-12-27. SA Craig stated it would be best if the SM calls back to discuss what type of assistance if any can be done. Writer provided SA Crag with the phone number and case number to have the SM contact us back with. Writer advised the customer that we need to speak with the SM before we go any further, and once the SM contact s us we will be contacting her to advise her of the information gathered.

Dealer T2 Email Received

Dealer 41874 stated the following, 'Customer service and customer and service manager reached a consensus to offer goodwill on this vehicle to this customer \$280.94.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG6	BH [REDACTED]	Open Date	04/11/2013	Built Date	02/01/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/16/2011	Mileage	48,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP				
Dealer Address	100 WEST COLISEUM BLVD.					
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip 46805
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	FORT WAYNE IN [REDACTED]				Country	UNITED STATES

Product - Electrical - Battery - Other - Default

battery runs out every night

Briefly summarize why the customer is contacting Chrysler: the customer is contacting chrysler to complain about her car battery dying every night and having to jump start the vehicle every time she needs to drive it.the customer stated that she had also had the car in to a dealership and had the alternator replaced as well.

Briefly summarize what the customer is expecting:the customer is expecting to have her complaint documented.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	04/12/2013	Built Date	05/03/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/03/2011	Mileage	55,000	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	65940	FRESNO CHRYSLER JEEP				
Dealer Address	4880 NORTH BLACKSTONE AVENUE					
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	FRESNO CA [REDACTED]			Country	UNITED STATES	

Recall - M10: ABS/ESC WIRING - Information Request	Customer seeking recall information
Corporate - Product Information - Default - Default - Default	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer car has been in the shop because of the alternator and the battery. Customer feels the problems are because of the recall. Customer states the dealership is giving him a hard time with this repair. Customer wanted to file for reimbursement. Agent advised customer as to where to mail in all the needed documents to take a look into that for him.

Briefly summarize what the customer is expecting: Customer seeking recall and reimbursement information.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG3	BH [REDACTED]	Open Date	04/13/2013	Built Date	02/05/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	06/02/2011	Mileage	29,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI				
Dealer Address	4313 S STAPLES ST					
Dealer City	CORPUS CHRISTI			Dealer State	TX	Dealer Zip 78411
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	N/A				Home Phone	
	CORPUS CHRISTI TX null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2013-04-13
Road Side File Created 04-13-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2937 EISENHOWER STREET 4313 S STAPLES ST
HALSEY STREET
CORPUS CHRISTI CORPUS CHRISTI
TX USA TX
VEH WAS SHOWING BATTERY SAVE MODE AND STALLED// WA
DEALER CODE : 45286 LITHIA CHRYSLER JEEP DODGE OF

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG9	BH [REDACTED]	Open Date	04/15/2013	Built Date	02/11/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/27/2011	Mileage	26,000	Dealer Zone	35	WASHINGTON
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	26547	THOMPSON CHRYSLER JEEP				
Dealer Address	1102 BUSINESS CENTER WAY					
Dealer City	EDGEWOOD	Dealer State	MD	Dealer Zip	21040	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	ROSEDALE MD [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer upset with unresolved/recurring issues.
Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Loose - Door Trim	
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Loose - Instrum't Panel-G. Box	
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	
Product - Cooling System - Fans, Pulleys, and Tensioner - Noisy - Default	
Product - Cooling System - Fans, Pulleys, and Tensioner - Seized, Sticks, Binds - Default	
Product - Electrical - Battery - Intermittent or Inoperative - Default	
Product - Engine - Unknown - Noisy - Default	
Product - Unknown - Unknown - Poor Ride - Default	

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

defective car since date of purchase, unsafe and now possibly on fire

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

Purchased brand new and unaware of broken parts, dealership negligent, replaced door handles 4 or 5 times now and still broken, rattling in dash(apparently the dealership doesn't hear)taken up three times for that issue, vents in fans stop spinning and start loud buzzing(dealership also cannot hear or understand that either)taken up once for that issue, fixed recall for electrical issue now traction, battery, and ABS light lit, car smells like fire, engine whining, and car died immediately there after. Couldn't jump start, cannot drive. Car is a death trap and nobody can seem

to help me. This is a textbook lemon

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

Dear [REDACTED]:

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

I am sorry to learn of the concerns raised regarding your vehicles operational condition. I appreciate the time taken to share these

concerns with us.

It has been determined that the concerns raised regarding your vehicle condition needs further review.

We have referred your concerns our Qualifying Team for follow-up. A Representative will contact you by phone or email within one business day addressing your issue.

I appreciate your patience and understanding as we further look into matter with you.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

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

Customer informed a call back is required and will take place within 1-2 business days.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

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

Reassigned to 91L

***** 91L Review *****

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

04/16/13: Spoke to customer to complete initial call. Advised customer this is not a lemon law process. The case has been reviewed by Chrysler in an attempt to determine which resources (Chrysler, Dodge, Jeep, Ram or Fiat) would use to assist you in resolving your vehicle concerns. The case has been forwarded to me for special handling to assist with vehicle repair per the terms of the warranty, including escalated technical assistance, expediting parts and rental authorization if necessary. Customer stated that at the time of purchase the vehicle had a note indicating there was an issue with vehicle and it needed to be serviced. Customer stated there is a concern with the door handle. Customer stated the door handles were replaced and then she received a recall notice about the handles. Customer stated there is also a concern with a rattling in the dash. She said the dealership did a ride along but was unable to duplicate the concern. Customer stated the vent on the passenger side isn't working. Customer said there is a loud whining noise from the engine and the lights were flashing and the ABS, traction and battery lights were on. Customer said dealership advised the starter chamber needs to be replaced. Customer said she feels unsafe in the vehicle. Advised customer that I am here to assist with the vehicle repairs. Advised customer I will contact the dealer to offer my assistance. RW598

4/16/13: Left voice mail message for Service Manager Ron to request customer's RO history, STAR case and a return call. RW598

*** If the customer should call, please advise to contact their I2R

Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***

04/17/13: Left voice mail message for Service Manager Ron to request customer's RO history, STAR case and a return call. RW598

*** If the customer should call, please advise to contact their I2R

Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***

04/17/13: Spoke with Service Advisor Bill who advised they replaced the battery and alternator and adjusted the glove box. He advised no STAR case was opened. He advised the vehicle is ready for pick up. RW598

04/17/13: Called customer but was unable to leave message as all circuits were busy. RW598

*** If the customer should call, please advise to contact their I2R

Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***

04/18/13: Left voice mail message for customer regarding vehicle repair status. Requested a return call. RW598

04/18/13: Spoke with Service Advisor Bill who advised customer picked the vehicle up at 1:40pm yesterday. RW598

*** If the customer should call, please advise to contact their I2R

Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***

04/22/13: Left voice mail for customer regarding repair confirmation.

Requested a return call. RW598

*** If the customer should call, please advise to contact their I2R Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***
04/24/13: Left voice mail message for customer to confirm vehicle repair. Requested a return call. RW598

*** If the customer should call, please advise to contact their I2R Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***
04/25/13: Spoke with customer regarding repair. Customer stated she still has a concern with the traction of the vehicle. Customer says the traction light is flashing. Customer stated while in a parking lot going 5mph the vehicle did not handle well. RW598
04/25/13: Spoke with Service Advisor Jim at Thompson Chrysler Dodge Jeep (124 N Point Blvd) to advise customer will be bringing the vehicle back in for service as the traction light is back on. I requested a STAR case be opened. Advised a rental will be needed and that the rental will be covered under the warranty. RW598

*** If the customer should call, please advise to contact their I2R Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***
04/25/13: Received incoming call from customer to advise Service Advisor Jim test drove the car in an attempt to duplicate the concern but could not duplicate. Customer said the light is not on now at this time. Advised customer until the concern can be duplicated there is no recommended repair. Customer wanted to know if I would compensate her for time lost from work and having the vehicle in for service. Customer stated her monthly payments are \$391.02. Requested customer send a copy of her retail loan installment sheet and verified her mailing address. RW598

*** If the customer should call, please advise to contact their I2R Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***
04/29/13: Spoke with customer to confirm repair. Customer stated the concern is the same as it is an intermittently concern. Advised customer until the concern can be duplicated there is no recommended repair. Verified receipt of the retail loan installment sheet and customer s mailing address and advised I will process the payment reimbursement. RW598

*** If the customer should call, please advise to contact their I2R Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***
***** Below Customer Contacted for Documentation Request *****
cmackey@impartialservices.com on 2013-04-29 @ 16:05
4/29/13 Emailed tjb16 the customers payment check has been submitted and approved in the amount of \$391.02. Follow up regarding reimbursement on 4/30/13. CM

***** Customer Document Received *****
4/30/13 Received email from tjb16 confirming customer s payment reimbursement in the amount of \$391.02 has been issued and mailed to
05/01/13: Spoke with customer to advise the payment reimbursement has been processed and mailed. Advised customer if there are any further questions or concerns, I can be contacted directly. RW598

*** If the customer should call, please advise to contact their I2R Coordinator Ruby Williams at 888-542-7239, extension 535. Thank you ***
Closing CAIR as customer s vehicle concern regarding Door Handle and Rattling Dash has been repaired. Provided customer one month payment reimbursement in the amount of \$391.02 for the downtime and inconvenience. Customer is satisfied with the repair and payment reimbursement but now has an issue with the traction light intermittently coming on. Dealership has test drove the vehicle but was unable to duplicate the traction light concern. Customer was advised that if there are any future questions or concerns he can contact me directly. RW598

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	04/15/2013	Built Date	05/03/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	05/03/2011	Mileage	66,000	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	65940	FRESNO CHRYSLER JEEP				
Dealer Address	4880 NORTH BLACKSTONE AVENUE					
Dealer City	FRESNO	Dealer State	CA	Dealer Zip	93726	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FRESNO CA	[REDACTED]	Country	UNITED STATES		

Recall - M10: ABS/ESC WIRING - Information Request	Customer states issue regarding recall
Product - Electrical - Battery - Steam or Smoke - Default	Customer states smoke coming from under hood
Corporate - CNA Change - Default - Default - Default	Updated owner information in COIN
Product - Electrical - Alternator/Voltage Regulator - Burned Out - Default	needs new alternator
Product - Electrical - Battery - Burned Out - Default	needs new battery
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting chrysler in regards to the M10 recall. Customer states that other problems are happening due to this recall. Customer states there is smoke coming from under the hood. Customer states the vehicle has been towed to FRESNO CHRYSLER DODGE JEEP RAM for repairs. Customer states that his issues are not apart of the recall.

Briefly summarize what the customer is expecting: Resolve to his issue.

Agent updated owner information in COIN.

Dealer Contact

Agent spoke with Shellie in service at 65940 FRESNO CHRYSLER DODGE JEEP RAM who informed agent that the issues the customer is experiencing with the vehicle are not due to the recall. Shellie states that they tested the battery in their vehicle, and it was very low. Shellie states that because of how low the battery is, it had partially melted the generator. Shellie states that this is about a \$1043.73 repair and the customer is unable to pay for it at the moment.

Agent attempted contact with the SA for dealer goodwill cost assistance, as the SM is on vacation at this time. The SA was unavailable. Agent left a message for the SA to call CAC back.

**

Agent advised customer that the agent was going to continue looking into possible help from the dealership for this issue, but that the agent would need to get into contact with the SA at the dealership. Agent advised customer that once a conclusion has been reached with this situation.

Customer s preferred call back number is [REDACTED].

Dealer called regarding received a call from CAC to contact back with

more information. Writer spoke to Randy SA, dealer states that vehicle is not drivable needing new alternator and new battery. The total cost of repair is going to be \$1043.73. The recall M10 was completed last week at : FRESNO CHRYSLER DODGE JEEP RAM 559-431-4000 dealer code 65940. Writer asked if possible cost assistance would be available from dealer. Dealer stated that his SM is away until Monday, April 22/2013. Dealer stated that the customer asked for dealer to wait until the end the month so the customer would have money to pay for repair. If agent is looking into possible cost assistance please advise Randy SA to contact his Area Manager regarding this cost assistance or the General Manager. Writer also asked dealer about loyalty of customer to dealership. Dealer stated that the customer has been to dealer a couple times before for recall completions. Randy also stated that he would be at dealership until 6:00Pm today.

****Dealer Contact****

Agent attempted contact with SA Randy at 4:51 pm on April 15, 2013. Randy was unavailable.

SA Randy needs to be reached to get in contact with his general manager for possible cost assistance for the customer.

Customer was advised a call back once dealership was reached.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: not given

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? 65940

FRESNO CHRYSLER DODGE JEEP RAM

Reassigned to 86T

--End of Shift--

DEALER CONTACT:Writer called dealer 65940 and spoke with SA Randy who confirmed vehicle repair needs for new alternator and battery with customer cost of \$1043.73. SA Randy advised that customer has requested dealer wait until end of month to do repairs as cannot pay at this time.

SA Randy advised that his SM will be back at dealer on 4/22/13 and needs to speak to his regarding goodwill. SA Randy says that he did mention this customer to SM last week and she did not seem overly supportive of goodwill assistance. SA Randy advised that parts have not been ordered at this time. Writer advised that would escalate file to case management for further handling.

Briefly summarize why the customer is contacting Chrysler: needs alternator and battery replacement

Briefly summarize what the customer is expecting: Seeking cost assistance for repair

Who has possession of the vehicle? DEALER

Has an authorized dealer diagnosed the vehicle? YES

If a CDJR dealer has diagnosed, what is the dealer name and code? 65940

Customer advised a call back will take place within one business day. YES

Preferred Morning/Midday call back number is: [REDACTED]

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to:88F

CUSTOMER CONTACT:Writer called customer at [REDACTED] and advised customer that his file was being escalated to a case manager for further consideration for cost assistance with his vehicle repair. Customer advised that he is still of the belief that the current problem is somehow related to the recall repair and would like this further investigated. Writer advised would document this information and case manager would further address.

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

Writer attempted to contact SA Shelly at 559-431-4000. Left Message.

Status update provided via email to the following email address:

[REDACTED]
My name is Rodney I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Your case number is [REDACTED].

Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66175.

My work hours are 9:00 am-5:30 pm MST Monday-Friday.

I will contact you by telephone to review your case with you.

End of Status Update

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

9. Left message.

SA Shelly contacted writer and advised that the issue with the battery being so low and having the alternator short out had nothing to do with the recall M10 according to the SA and technician working on the vehicle. SA advised writer that she was going to find out if the repairs are covered under the basic or powertrain warranty and call the writer back.

SA Shelly left voicemail for writer advising that if the vehicle had 36,000 miles or less then the repair would be covered under warranty.

Writer attempted to contact SA at 559-431-4000. Left Voicemail requesting a call back.

SA contacted writer and advised that the customer has only had the vehicle at the dealership to have recalls completed and that the customer is out of warranty and past the dealers parameters of 2 years 24000 miles.

Customer called to speak to his case manager. Customer states he was told he would get a call back today regarding his case. Agent transferred caller to RB1363 ext 66175 for further assistance.

Customer contacted writer. Writer advised that more research was being done and a call back would be made tomorrow 04/19/2013.

Writer called customer at [REDACTED]. Writer informed customer that CM was continuing to research his case and would contact customer on Monday 4/22/13.

Writer called customer, left message. Follow up tomorrow 4/23/13.

[REDACTED] was expecting a call back from his CM RB1363 today but states he has not been called. Writer advised Customer that RB1363 is out of the office today, but another member of his department (CM RF766) contacted Customer and left a message today. Customer seeks an update, as he currently has no transportation. Writer warm-transferred Caller to alternate Case Manager TT434.

Customer contacted writer. Writer advised customer research is being done. Writer advised CM is out and will contact customer tomorrow.

Customer agreed.

Customer was seeking information on the outcome of his case.

Agent warm transferred customer to CM RB1363 ext. 66175

Customer contacted writer and advised that the SA at the dealership is supposed to be contacting the owner of the dealership to try and give some assistance. Writer advised customer that a call would be made to the dealership and a call back would be made to the customer.

Writer attempted to contact SA Shelly at 559-431-4000. Left Message requesting a call back.

SA Shelly left Voicemail for writer.

Writer attempted to contact SA Shelly at 559-431-4000. Left Message requesting a call back.

SA Shelly contacted writer and advised that she is talking to SM Wendy about possibly giving the customer some goodwill. SA advised writer that a call back would be made no later than tomorrow 04/24/2013.

Writer contacted customer at [REDACTED]. Writer advised customer of lines 143-145. Writer advised customer that a call back would be made no later than tomorrow 04/24/2013.

Wendy, Service manager at dealer 65940 calling to speak with case manager RB1363. Writer advised dealer that cm is currently unavailable at this time. Writer transferred dealer to VF105 at ext 66225.

SM Wendy called in to speak with CM. SM states customer has no work done at dealer.

Writer contacted customer at [REDACTED]. Writer advised customer that Chrysler would not be assisting with the repair of the alternator and the battery because the vehicle is 30000 miles past the warranty and he is not the original owner. Customer asked if the recalls had been completed. Writer advised customer that the writer would make sure the recalls are completed. Customer asked writer if the dealership could give the customer a discount on the alternator and the battery and get the vehicle back to his house. Writer advised customer that when the dealer is contacted about the recalls then they would be asked about the discount and return the vehicle to his house. Writer advised that a call back would be made tomorrow 04/25/2013.

Customer called asking to speak with case manager Rodney. Agent warm transferred.

Customer contacted writer and advised that he would like his vehicle

towed back to his house. Writer advised customer that a call would be made to the dealership to see if that was a possibility. Writer contacted SA at 559-431-4000. SA advised that they do not have a tow truck and that when a vehicle is towed it is between the customer and the tow company.

Writer attempted to contact customer at [REDACTED]. Phone says the subscriber is not accepting incoming calls.

Customer calls to speak with their Case Manager.

Transferred the customer to RB1363 U at ext 66175. U

Customer left VM for writer requesting a call back.

Writer attempted to contact customer at [REDACTED]. Phone says the subscriber is not accepting incoming calls.

SM Wendy contacted writer and advised that the customer was at the dealership and not wanting to pay the diagnosis fee. SM brought customer into her office to talk to the writer on the phone. Writer advised

customer that the diagnosis fee is something that would have to be dealt with between the customer and the dealership. Customer stated the only reason he had his vehicle brought into the dealership was for a recall that the paper he signed he thought was for the recall not a diagnosis.

Writer advised customer that nothing could be done about the diagnosis fee. Call was disconnected.

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

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG8	BH [REDACTED]	Open Date	04/18/2013	Built Date	04/19/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/19/2011	Mileage	50,000	Dealer Zone	42	DETROIT
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	39712	SWOPE CHRYSLER DODGE JEEP				
Dealer Address	1012 N DIXIE HWY					
Dealer City	ELIZABETHTOWN	Dealer State	KY	Dealer Zip	42701	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	FORT KNOX KY [REDACTED]	Country	UNITED STATES

Recall - M10: ABS/ESC WIRING - Information Request	Customer seeking general information on recall
Product - Unknown - Unknown - No Start - Default	Vehicle started to shake and shut off.
Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:

Customer called stating that she wants to know if there is any open recalls on her vehicle. Customer stated at first her battery light came on so she went to an IRF to have the alternator checked and it came back fine. Customer stated that when she left the battery light, the ABS and ESC light came on and the vehicle started to shake really back and shut down. Customer stated she had the vehicle towed to a Chrysler dealership. Briefly summarize what the customer is expecting:

Customer seeking open recalls.

Agent advised customer of open recall N09 that was released yesterday for the wiring harness for the seats. Customer stated that she found online there was one for the ABS system. Agent stated that recall was completed in 2012. Agent stated that if it turns out to be the same issue that wasn't adequately repaired the first time it can be completed again at no charge to the customer. Customer stated she has a SC on the vehicle. Agent stated its for internal engine or powertrain components. Agent advised customer that she has rental through the SC as well to keep in mind.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2C3CDXHG0	CH [REDACTED]	Open Date	04/18/2013	Built Date	01/18/2012
Model Year	2012	Body	LDDS48	DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN		
In Service Dt	02/22/2012	Mileage	20,000	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFG	8-SPD AUTO 8HP45 TRANS (BUY)				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	JONESBORO AR [REDACTED]	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	Alternator caught on fire
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer requesting Buy Back
Product - Electrical - Remote/Key Fob - Default - Default	Customer seeking Buy Back
Product - Electrical - Radio/Spkr/Clock/Antenna - Complete Failure - Default	Customer seeking Buy- Back

Briefly summarize why the customer is contacting Chrysler: Customer states that this vehicle has had several electrical problems. Customer states that he just picked the vehicle up today from the dealership (60488) and the radio cut out twice on the ride home. Customer states that he believes that he his vehicle has been towed 5 times now to the dealership. Customer states that the dash will flicker and the radio stations will change and then the vehicle will quit leaving the customer to steer the vehicle off the road with no power steering. Customer states that his alternator caught on fire and burned the whole consul. Customer states that there is only 20000 miles on this vehicle and they are terrified to drive this vehicle. Customer states that he is not mad at Dodge but he is requesting buy-back. Customer states that he loves Dodge and will buy another one; he just needs to have this vehicle bought back because they are scared to drive this vehicle. Customer states that he brought the vehicle to 3 different dealerships in total but the vehicle is now being looked after by the dealership (60488) that he purchased it at.

Briefly summarize what the customer is expecting: Customer seeking Buy-Back.

Agent spoke with Duffi a service advisor at the dealership (60488). Duffi states that Christie the service manager is not available but she d be happy to help out. Duffi states that the vehicle has had multiple issues and the alternator caught on fire. Duffi also states that the key fob won t recognize the key when inside the vehicle. Duffi states that she ll have Christie call Dodge CAC back.

Agent advised customer that this information is being sent off to case management where the customer will hear back within 2 business days. Customer informed a call back is required and will take place within 1-2 business days.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates [REDACTED]

Who has possession of the vehicle? Owner
 Is this a request for Lemon Law, buy-back or replacement? Buy-Back
 Reassigned to 91L

***** 91L Review *****
 ***** Case Escalated to I2R*****

Reviewed Warranty History which determined this case

should be escalated to I2R for case management.

***Stephanie Morrison with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Stephanie Morrison at 888-542-7239, extension 442. Thank you. ***

04/22/13: Spoke with customer who stated that they just picked the vehicle up from service and it also acted up on the way home. Customer stated that previously the alternator burned up and caught on fire. Customer has concerns because at times the vehicle will not start, other times the radio will flicker in and out then they will lose power. Customer stated that they went to start the vehicle and it would start off the remote but not with the button once they were in the vehicle. Customer stated that the vehicle wouldn't start at the dealership as well. Customer stated that the feature that allows them to swipe their hand if the key is in their pocket doesn't always work. Customer also stated that the button doesn't always allow them to unlock the vehicle from the inside. Customer said when the radio flickers the dash goes out. Customer stated that he was told by a technician at Fletcher DCJ that when the alternator burned up it causes a dead short somewhere in the vehicle. At this time customer states that he is a loyal Dodge customer but is terrified by this vehicle. At this point they are looking at a new Durango and they would like a repurchase to assist them when they go to purchase it. Apologized for the inconveniences and offered customer escalated technical assistance. Customer stated that he has already taken the vehicle in for service seven times and at this point he wants a repurchase. Empathized with customer and advised that at this point the offer is not to repurchase the vehicle but to ensure escalated repair assistance. Advised customer that if the vehicle is not repaired after this attempt, or it is determined that the vehicle is not repairable, we can revisit his request to be taken out of the vehicle. Customer reluctantly agreed and stated that he will take the vehicle to Bayird. >> Called Bayird Dodge Chrysler Jeep to speak with Service Manager Christie. Left message requesting a return call. Spoke with Duffi Service Advisor who stated that the customer can bring the vehicle in for service tonight, they will open a STAR case, and she will fax the customer's repair orders. >> Called customer to confirm that he can drop the vehicle off tonight as he requested. Customer has a voicemail that has not been set up. Will follow up later today. >> Called Fletcher Dodge-Chrysler-Jeep and spoke with Jeff, service Advisor who stated that he will fax the repair orders. >> Called Cavanaugh Chrysler Dodge Jeep Inc and there was no answer at the dealership. Will follow up with Cavanaugh Chrysler Dodge Jeep Inc to request repair orders and with Bayird 04/23 to confirm STAR case has been opened. Will follow up with customer 04/23 as well. sm1535

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

04/23/13: Called Cavanaugh Chrysler Dodge Jeep Inc and there was no answer at the dealership. Will follow up with Cavanaugh Chrysler Dodge Jeep Inc to request repair orders 04/24. >> Called Bayird DCJ to confirm customer is in for service. Spoke with Service Manager and was informed that the customer did not drop the vehicle off for service. Service Manager stated that she will open a STAR case. >> Called customer to determine plan of action. There was no answer and the customer has a voicemail system that has not been set up. Will follow up with customer 04/24. sm1535

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

04/29/13: Called customer to determine vehicle status. Customer was not able to talk. Advised customer that I will follow up 04/30. sm1535

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

04/30/13: Spoke with customer who stated that they have been having a lot of problems with the vehicle. Customer stated that the power steering hums when he is turning and applying the brakes. Customer stated that the vehicle was making the same noise before the alternator caught on fire and this morning the remote starter wouldn't work. They went to the store and the vehicle would not start at all when they came out. They got put

the car then locked and unlocked and the remote start still wouldn't start. On the screen it said service remote which is the same error message he was getting, then he pressed the button and it started. At this point he is leaving the vehicle on in between stops as he is afraid it will not start. Customer is going to drop the vehicle off in the morning. Call. >> Service Manager agreed to take the vehicle in and place the customer in an I2R rental. >> Spoke with customer and confirmed vehicle drop off for 05/01. Will follow up with dealership 05/01. Sm1535
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

05/01/13: Called Bayird Dodge Chrysler Jeep to confirm the vehicle is in for service. Spoke with Duffie, Service Advisor who stated that they haven't had a chance to diagnose yet. >> Called customer to confirm he is in a rental. Customer's voicemail has not been set up so I was unable to leave a voicemail. Will follow up 05/02. Sm1535
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

05/02/13: Spoke with customer who confirmed that he was placed in a rental. Customer stated that the Service Manager stated that she was coincidentally riding behind him on the highway and saw his lights going haywire. Advised customer that I will review her findings when we speak 05/03. Will follow up with customer 05/06. Sm1535
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

05/03/13: Called Bayird Dodge Chrysler Jeep and spoke with Service Manager who confirmed that the rear taillight was flickering. She has spoken with the customer and gotten permission to drive the vehicle home as the vehicle is not acting up. Will follow up with customer and dealership 05/06. Sm1535
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

05/06/13: Called Bayird Dodge Chrysler Jeep to speak with Service Manager. No answer, will follow up with customer and Service Manager 05/07. Sm1535
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

05/7/13: Spoke with Service Manager who stated that they have been unable to duplicate the customer's concerns. Requested we open a STAR case describing the customer's concerns. Service Manager stated that she will. Also requested that we place a data recorder on the vehicle. Service Manager stated that they will. >> Spoke with customer and advised that the dealership may contact him to offer a data recorder. Will follow up with dealership 05/09 to confirm that a data recorder was placed on the vehicle. Sm1535
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Spoke with Service manager Christy and she mentioned that her department had not placed a data recorder on the vehicle because they are not sure how this will help identify or duplicate the problem they are searching for, plus she admitted that her department rarely uses them and are unsure of how to use and work with the information it provides. She mentioned that one of her staff was given permission to drive the vehicle as their own to see if issue will come up or be identified. So far nothing other than a noise coming from one of the tires which is not really anything according to Christy. She said in her professional opinion this issue may be related to the speaker system in the trunk. She mentioned that STAR has been involved but their recommendations have not helped resolve the customer's complaint, especially since they cannot duplicate the issue. *** Follow up with SM Christy to see if take home trial with vehicle has yielded results.

MS1983

Called Bayird Dodge Chrysler Jeep to speak with Service Manager Christy. Spoke with Service Manager who state that they are unable to duplicate any concerns. Asked how they normally contact their Technical Advisor as

she knows the customer is having issues with the vehicle. Service Manager stated that the technician does. Service Manager also stated that she has a wheel bearing on order for the vehicle. Asked them if they are unable to duplicate while they wait on the part that they contact the tech Advisor. Will follow up with dealership 05/15. >> Called customer and was unable to leave voicemail. Will follow up with customer and dealership 05/15.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

Called Bayird Dodge Chrysler Jeep to determine vehicle status. Spoke with Service Manager Christy who stated that she will call back with an update. Will follow up with customer and dealership 05/16.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

Spoke with Service Manager who stated that they have rotated balance and the tires as well as replaced a wheel bearing. Service Manager stated that they put a co-pilot on the vehicle and nothing happened. The vehicle had 22401 miles when they dropped it off and now the vehicle has 22638. Vehicle is ready for pick up >> Called customer to review. No answer, unable to leave a voicemail. Will follow up with customer 5/17.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

Called customer to review. No answer, unable to leave a voicemail. Will follow up with customer 5/21.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

Spoke with customer who confirmed the repair of the wheel bearing. Customer stated that when he got back into the vehicle it would not start. The dealership kept the vehicle. Customer is very dissatisfied with the vehicle and is requesting a replacement. Advised that I will speak with the dealership and review all options then follow up with them by 5/23. Customer agreed. >> Called Bayird Dodge Chrysler Jeep and was informed that the Service Manager was out to lunch. Spoke with Duffy, Service Advisor for the vehicle who confirmed the vehicle is still in and the plan is to have the technician look at it. Suggested that they have the Service Manager contact the Technical Advisor as looking at the vehicle has produced no results to this point. Also requested that if they are not going to contact the Technical Advisor directly, they open a new STAR case. Service Advisor stated that she will forward the message. Will follow up with dealership 5/22.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

Called Bayird Dodge Chrysler Jeep to speak with Christy and determine plan of action. She stated that the Area Manager was out and the vehicle started each time. District Manager KD377 was at the dealership and the vehicle started. Asked if she witnessed the vehicle not starting when the customer came to pick up the vehicle. Service Manager stated that she did duplicate the no start twice but did not tell that to the Area Manager. She stated they were unable to duplicate the radio issue, the a/c issue, or remote start but she did witness the vehicle not start twice. >> Called Area Manager to review his findings and ensure he is aware the dealership was able to duplicate the no start. Also emailed Area Manager to confirm his inspection and opinion of this vehicle. Will follow up with Area Manager and customer 5/23.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

Left voicemail and email for Area Manager KD377 requesting a return call. >. Also called customer and tried to leave voicemail. Unable to leave voicemail. Will follow up with customer and dealership 5/24.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you ***

Received voicemail from Area Manager KD377. >> Left voicemail providing further detail. Will follow up with Area Manager 5/28. >> Spoke with

customer and reviewed plan of action. Customer agreed. Will follow up with customer 5/28.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Called Area Manager KD377 and left voicemail requesting a return call. Also sent email. >> Bayird Dodge Chrysler Jeep to speak with Christy and determine vehicle status. NO answer, will follow up with dealership 5/31. >> Called customer to advise that at this point I am communicating with the Area Manager to confirm a plan of action. Spoke with customer and advised that it may be a few business days before we have a reply. Customer is very frustrated but agreed to wait. Will follow up with Area Manager 5/31.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Called Area Manager KD377 and was unable to leave a voicemail as this mailbox was full. Sent email requesting follow up. If no response by 6/3 will escalate.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Received email from Area Manager KD377 stating that, I spoke to the dealership. The SM didn't verify it was that customer on the street (per her words), and the tech said he only duplicated the lock issue with the remote but when he touched it with his handle, the lock started working again, and they haven't duplicated anything else. At this point there's nothing I can do from my end since it's not duplicated. >> Called Bayird Dodge Chrysler Jeep to speak with Service Manager Christie and see if they have duplicated any of the customer's concerns again since they provided that update to the Area Manager. The information provided to the Area Manager is contrary to the information provided to me. Service Advisor was unable/unwilling to provide information and Service Manager was not available. Left message for Service Manager requesting a return call. >> Called customer to discuss plan of action. No answer, unable to leave voicemail. Will follow up with customer and dealership 6/4.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Called Bayird Dodge Chrysler Jeep to speak with Service Manager Christie and see if they have duplicated any of the customer's concerns again since they provided that update to the Area Manager. Spoke with Service Advisor Duffy who stated that they, as a dealership, have repurchased the vehicle from the customer. >> Spoke with customer who stated that he just found out that the Service Manager is a close friend of a person at work that he does not get along with. He stated that the Service Manager denied a duplication to him that she had previously confirmed. Empathized with customer frustration. Customer stated that this Service Manager has severely damaged the relationship with the service department of the dealership and he does not think he will purchase another Chrysler product despite his previous loyalty to the brand (customer claims six previous vehicles). Apologized for any negative experiences and suggested that he reconsider purchasing a Chrysler product. Customer was appreciative of our assistance to this point and stated that he may consider Chrysler again. >> Will speak with sales department 6/5 to confirm what has been offered to the customer.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Called Bayird Dodge Chrysler Jeep to speak with Sales Manager and confirm the vehicle is being repurchase. Spoke with Rex the Sales Manager who stated that the General Manager is handling this customer and does not think the transaction has been finalized. Spoke with General Manager who confirmed that is the plan and he even went to the bank to deposit the funds but was informed that there is an issue with the title. General Manager stated that the offer to repurchase the vehicle stands until 5 PM today as he is doing it as a goodwill to the customer. >> Will follow up with customer 6/6 to see if he was able to get the title.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Spoke with customer who stated that he was unable to have the title cleared. Customer stated that everything is supposed to be cleared today. Will follow up with customer 6/7 to determine plan of action.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Spoke with customer who stated that he spoke with the people today and the dealership will go down to the bank 6/10 to write the check. Will follow up with customer 6/12.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Called customer to confirm his vehicle has been repurchased. No answer, unable to leave voicemail. Will follow up with customer 6/14.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Received voicemail from Service manager requesting assistance with the payment. >> Returned call to Service Manager Christy at Bayird Dodge Chrysler Jeep. She stated that the rental is for a total of 25 days. May 1st thru the 26th . She stated that they will good will five days. Advised that we will authorize the remaining twenty days at \$35 per day less gas and insurance. Advised to submit to warranty and reference the CAIR.

>>>>CUSTOMER WAS AUTHORIZED TO BE PLACED IN AN I2R RENTAL FOR 20 DAYS OF THE DIAGNOSTICS. DEALERSHIP WILL GOODWILL THE REMAINING FIVE DAYS. IF THERE ARE ANY QUESTIONS OR CONCERNS PLEASE CONTACT I2R COORDINATOR, STEPHANIE MORRISON 888-542-7239 EXT. 442. THANK YOU.<<<<<<<<<

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Spoke with John General Manager of Bayird Dodge Chrysler Jeep whop stated that they have completed the repurchase. >> Called customer to confirm.

No answer, unable to leave message. Will follow up with customer 6/18. Called customer to confirm the repurchase transaction was completed. No answer, unable to leave message. Will follow up with customer 6/20.

*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 442. Thank you

Closing CAIR as customer was offered a repurchase by the dealership and the repurchase has been completed according to the General Manager. 6/28/13 awaiting update. gvb

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG8 BH [REDACTED]	Open Date	04/21/2013	Built Date	05/25/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	06/07/2011	Mileage	20,300	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PVG	TOXIC ORANGE PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	68751	JAMES CERANTI MOTORS INC			
Dealer Address	2225 HIGHWAY 82 EAST				
Dealer City	GREENVILLE	Dealer State	MS	Dealer Zip	38701
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OKLAHOMA CITY OK x	Country	UNITED STATES		

Product - Electrical - Alternator/Voltage Regulator - Other - Default	Alternator replaced - Dealer Goodwill provided
Product - Electrical - Battery - Complete Failure - Default	Battery replaced
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Not Interested	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2013-04-21

Road Side File Created 04-21-13 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

1264 E WANDA DRIVE 3064 HIGHWAY 82 E

LOURDES STREET

GREENVILLE GREENVILLE

MS USA MS

DEALER CODE : 68751 JAMES CERANTI MOTORS INC

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

Writer called dealer 68751 at 662-332-7231. Service Advisor Ashley states the Service Manager Robbie is not available. Writer left message requesting a return call at ext. 66348.

Writer called dealer 68751 at 662-332-7231. Service Manager Robbie not available. SA Amanda states the SM was going to call CAC to see if goodwill would be granted for alternator because customer is OOW by only 3,000 miles. Writer informed SA Amanda that vehicle falls within dealer goodwill and that decision rests with SM Robbie. SA Amanda will pass this message to SM Robbie and writer asked for a return call from SM Robbie to inform CAC of goodwill decision.

Who did you speak with at the dealer and what is their dealer code?

Dealer code 68751, Service Advisor Amanda.

Is the vehicle at the dealer now? Yes

When did it arrive at the dealer? 4/20/13

What is the current mileage? Approximately 39,000

If known, what is the reason for the tow? Battery and alternator both need to be replaced.

Have the repairs been completed? No

If yes, when were they completed?

If no, what is the estimated repair date? 4/24/13 afternoon
Are there any parts that need to be ordered? Parts in-stock
If yes, what are the part & order # s? Battery: CHBB94R750-AA,
Alternator: CHRL801779-AG
Rental provided? No
If yes, how many days? (either by the dealer or USCAC)
Writer called dealer 68751 at 662-332-7231. Service Manager Robbie is not available. SA Amanda states SM Robbie did provide dealer goodwill for the alternator, the cost was \$383.50. Vehicle repair is complete.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG6BH [REDACTED]	Open Date	04/23/2013	Built Date	01/20/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/15/2011	Mileage	35,500	Dealer Zone	71 LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	68707	MICHAEL STEAD'S HILLTOP CHRYSLER	JEEP DODGE		
Dealer Address	3291 AUTO PLAZA DR				
Dealer City	RICHMOND	Dealer State	CA	Dealer Zip	94806
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SAN PABLO CA c	Country	UNITED STATES		

Product - Electrical - Alternator/Voltage Regulator - Complete Failure - Default	Alternator failed
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2013-04-23
 Road Side File Created 04-23-13 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 3027 ADELIN STREET 3291 AUTO PLZ

 BERKELEY RICHMOND
 CA USA CA
 NOICE COMING OUT OF ENGINE... SMELLING SMOKE COMIN
 DEALER CODE : 68707 MICHAEL STEAD S HILLTOP CHRYSLER
 * * * * * CASE MANAGER TEAM - District O * * * * *
 Writer contacted dealer at 510-243-6100. SM Brian stated that the
 alternator failed and the alternator was replaced and is no longer at the
 dealer was pick up 04/24/2013..
 ****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Alternator failed
 Briefly summarize what the customer is expecting:
 Alternator replaced
 ****End structured narrative T2 - Beginning Narrative
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG8	BH [REDACTED]	Open Date	04/24/2013	Built Date	03/31/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	07/01/2011	Mileage	30,097	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	68472	NORTH POINT CHRY-JEEP INC				
Dealer Address	7726 NORTHPOINT BLVD					
Dealer City	WINSTON-SALEM	Dealer State	NC	Dealer Zip	27106	

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	BEAUFORT SC x	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	
Product - Electrical - Battery - Defective - Default	

Roadside Assistance Contacted - DATE : 2013-04-24
Road Side File Created 04-24-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
PETERS CREEK PARKWAY 7726 NORTHPOINT BLVD
I-40 E
WINSTON SALEM WINSTON SALEM
NC USA NC
1685 CHERRY BLOSSOM LN WINSTON SALEM IS THE EXACT
DEALER CODE : 68472 NORTH POINT CHRYSLER JEEP DODGE
***** CASE MANAGER TEAM - District m ù *****
Dealer Contact- DL68472 SM Tim was not available. Left voice message to inquire on vehicle. Cair number and contact information and VIN provided. SM Tim calling to speak with the CM. Writer transferred to ST756 s voicemail.
Dealer Contact- SM Tim was not available. No message left. Tim called and left a voice message for an update on case.
Dealer Contact- SM Tim was not available. Left voice message including cair number and that a follow up call will be made 4/29/13
Tim called from dealership and states that the repairs are completed. The vehicle needed a battery and alternator. Customer has been notified to pick up the vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG2	BH [REDACTED]	Open Date	04/24/2013	Built Date	01/24/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	02/26/2011	Mileage	38,500	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	45338	JOHN L. SULLIVAN DODGE CHRYSLER, INC.				
Dealer Address	529 5TH ST					
Dealer City	MARYSVILLE	Dealer State	CA	Dealer Zip	95901	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	OLIVEHURST CA [REDACTED]				Country	UNITED STATES

Product - Electrical - Battery - Other - Default

electrical charging system light on

Caller [REDACTED] requesting to speak with Case Manager. Caller requesting to speak with Case Manager.

Briefly summarize why the customer is contacting Chrysler. Customer states the electrical charging system light is on and it smells like something is burning at times. Customer states this will be the 4th time the vehicle will have to be towed to the dealership. Customer states they have had issues with the battery and the heating system. Customer wants this documented and customer states this is not right that they are having so many issues with this vehicle. Customer is not happy because she wants these issues to fall under her warranty. Agent advised customer that it would have to have a diagnosis before Chrysler could do anything. Customer states she may have to talk to a lawyer about this vehicle. Again agent advised customer that we would need a diagnosis done. Customer was not to happy with that. Agent asked customer if there was anything else she could do for them and customer stated no. Agent thanked customer for calling Chrysler and the call ended.

Writer explained and putting in request for callback , and he is dropping off vehicle in an hour, but not promises for callback today as case manager will need time to review.

When case manager calls him back he wants to be called back on [REDACTED].

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?

Reassigned to 88F

Customer stated that he is been having many problems with his vehicle and now he was advised by his dealership that the alternator needs to be replace and is no longer under the warranty. customer states that he will like assistance with the repair because he is having nothing but problems with his new vehicle.

Customer calls to speak with their Case Manager.

Transferred the customer to RB1363 at ext 66175 for assistance. Customer contacted writer and advised that his vehicle is barely out of warranty and he needs a new alternator. Customer stated he is looking for some assistance in this repair. Writer advised customer that the dealership would need to be contacted in order to determine if any assistance would be given.

Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 66175. Status update provided via email to the following email address:

My name is Rodney I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Your case number is [REDACTED]
Chrysler Case Management telephone number is 1-800-763-8422.
My direct extension is 66175.
My work hours are 9:00 am-5:30 pm MST Monday-Friday.

End of Status Update

Customer left VM for writer requesting a call back.

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

[REDACTED] Writer advised that a call back is still being waited on from the dealership. Writer advised that a call back would be made by the end of the business day today with an update.

Writer contacted SA Hector at 530-742-6406. Writer advised SA that the vehicle is in the dealerships D-12-27 peramiters. Writer advised SA that the case would be sent to the dealership and the decision would be up to the dealership. SA advised writer he would speak with the SM and let the customer know the decision.

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

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the

limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

#####

REASSIGNED TO BC/DLR 71 45338 04/26/13 16:02 R 23359370

Writer contacted customer and advised of lines 59-63. Writer advised customer that a call back would be made on Monday 04/29/2013.

Customer left message for writer requesting a call back.

Writer contacted SA Hector at 530-742-6406. SA advised writer that they gave the customer a \$150.00 discount and the repairs should be completed today 04/29/2013. Writer advised SA that a call back would be made tomorrow 04/30/2013 to make sure the repairs are completed.

Writer contacted customer at [REDACTED] Writer advised customer of lines 85-88. Writer advised that a oil change service contract (EC24N) would be added to the vehicle. Writer advised customer that a call back would be made tomorrow 04/30/2013 to make sure the customer is happy with the repairs.

Customer left VM for writer requesting a call back.

Customer called writer. Writer advised customer that the dealership would be contacted and the customer would get a call back after the dealership is spoken with.

Writer contacted SA Hector at 530-742-6406. SA stated that the \$150.00 is the most that they are going to discount this repair. SA advised writer that the vehicle is finished and ready for pick up.

Writer contacted customer and advised of decision made for the \$150.00 discount. Writer asked customer if he would like a follow up tomorrow 05/01/2013 to make sure customer is satisfied with the repairs, customer declined any follow ups. Writer advised customer that the case would be closed.

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

EC24N Contract created. Contract number is 37640733.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG1	BH [REDACTED]	Open Date	04/25/2013	Built Date	04/20/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/25/2011	Mileage	48,000	Dealer Zone	71	LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	LOS ANGELES CA [REDACTED]	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Other - Default	
Product - Electrical - Battery - Other - Default	
Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer called as the altinator went in his car which caused the battery to die. Customer stated that the dealership quoted him \$973 for the repairs and the extended warranty doesn't cover the repairs. Customer stated that he just bought the vehicle about a year ago. Customer is looking for assistance with the repair.

Briefly summarize what the customer is expecting: Assistance with the repair

Writer contacted Sierra Chrysler Dodge (60553) 626 739 5400 left message for the Service manager. This customer is looking for assistance with the altinator repair. It does fall under your empowerment under d-12-27. Please contact us back and reference CAIR # [REDACTED]

Reason for Dealer Contact: To verify diagnosis and possible good will
Dealer Code: 60553

Dealer Personnel Required: Service Manager
Customer's Preferred Method of Contact: telephone
Customer Phone Number (Morning): [REDACTED]
Customer Phone Number (Evening): [REDACTED]
Customer Email address: n/a

Reason for assigning to Resolution Team: end of shift
Assigned to 86T

DEALER CONTACT: SIERRA CHRYSLER DODGE JEEP RAM at 626-739-5400 Spoke with SM Robert and informed him that the customer is seeking cost assistance with the repair of his vehicle. Inquired if SM Robert is willing to offer the customer any type of goodwill assistance under the Warranty bulletin D-12-27. SM Robert states he is willing to offer the customer goodwill assistance, but with a deductible, as the customer is not loyal to his dealership. SM Robert states he would like to offer the customer a \$250 deductible. Agent agreed with the deductible, as the customer is not the original owner of the vehicle, is not loyal to the dealership, and this is the only Chrysler product the customer has ever owned. SM Robert asked agent what happens if the customer declines the \$250 deductible. Agent advised SM Robert that, once he makes the decision of a deductible, the offer is final. SM Robert states he would like to contact the customer and advise him of this information.

CUSTOMER CONTACT [REDACTED] at [REDACTED] Inquired if someone from the dealership had contacted him regarding the repair of his vehicle. Customer states they did contact him and offered him the \$250 deductible, and he was very happy with the offer. Agent informed customer that I will follow up with the dealership on Monday for an update on the repair, and then, if the repair has been completed, I will

contact him to see if he is satisfied with the repair. Customer thanked agent.

DEALER CONTACT: SIERRA CHRYSLER DODGE JEEP RAM at 626-739-5400 Spoke with SA David, who states the repair should be completed today. Agent will call again later in the day for another update.

DEALER CONTACT: SIERRA CHRYSLER DODGE JEEP RAM at 626-739-5400 Spoke with SA Dave. Inquired if the repair has been completed. SA Dave confirmed the repair was completed and the vehicle was returned to the customer. Agent inquired if they had completed the N07 recall when they had the vehicle, and SA Dave informed agent there are no parts for the recall yet. Agent thanked SA Dave for the information.

CUSTOMER CONTACT: [REDACTED] at [REDACTED] Confirmed with customer that he picked up his vehicle and the repairs were completed to his satisfaction. Customer states he was informed that if the pulley was bad, it would cause the alternator to go bad, and is inquiring if this is correct. Agent informed customer that he would need to speak with the Service Manager at the dealership as agent is not technically trained, so can not provide this information. Customer was busy at the time, so agent did not transfer him to the dealer. Agent informed customer, at this time, I will close the case, but if he has any further questions, concerns, or needs any further assistance in the future, he can call back in. Customer thanked agent.

Agent also informed customer of the N07 recall and advised him to take the vehicle in to a certified CJD dealership and they will complete the recall at no charge.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG9	BH [REDACTED]	Open Date	04/28/2013	Built Date	01/18/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/21/2011	Mileage	72,634	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	FLINT MI [REDACTED]	Country	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Other - Default

Alternator had to be replaced

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

Problems with my 2011 charger a very unhappy costumer

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

I have a 2011 charger I am not happy with I have had problems with this car n top of a number of recalls my harness in my head light have burnt off that had to be replace and a month or so later my alternator has went on my car I am scared of what s next on this car these are electric problems with this car I have kids that I transport in this car so I don know if this car was made wrong or what but I would greatly use some assistance thank you

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

****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

Dear [REDACTED]:

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

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

Thanks again for your email.

Sincerely,

Erica

Customer Service Representative

Dodge Customer Assistance Center

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

Customer called and stated that she had filed a complaint online and is looking for some information. Customer states that she had received a return email but was not notified if the complaint was going to go any further. Customer states she wants someone to verify that her vehicle will not catch on fire and that she will not have any other issues with this. Customer stated that she wants to speak with a supervisor. Agent notified the customer that writer will contact the dealer for further information. Agent called AL SERRA CHRYSLER DODGE JEEP RAM Dealer Code: 42- 45551 Dealer Phone : 810-694-5440. Agent spoke with the SA - Chandra who noted that an alternator was replaced and the vehicle was smoking because the alternator was smoking and it is a common characteristic for a burnt out alternator. Chandra noted that the customer was given assistance and had a \$200 deductible from the Chrysler. Chandra noted that the total cost was \$700 and was put in a rental but the customer had

paid for that service. Agent notified customer that writer had spoke with the SA who noted that the vehicle did not catch on fire but the alternator was smoking and it is a common feature that happens when the alternator burns out.

Customer states that she want assistance and wants someone to guarantee her she will not have a fire in her vehicle and noted that she wants to speak with a supervisor again.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: [REDACTED]

Reason for request: wants to have assistance with gauranteeing her vehicle will not catch on fire.

CAIR assigned to: (NC603)

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

*** Supervisor Callback ***

Supervisor called customer at [REDACTED] and spoke with customer. Customer is not at all happy with her vechile and no longer feels safe and would like another 2011 Charger with approx the same amount of miles. Supervisor advised customer that is something you would need to work out at the dealership. Customer does not want to lose out on the trade and wants Chrysler to assist with the cost. Supervisor advised customer that because the mileage is over 40,000 we will be unable to look into a replacement vehicle. Customer stated she drives to Ann Arbor, Detroit and Pontiac for medical reasons and stated are you telling me that because I am disabled you are penalizing me because I have to drive my vehicle a lot because of my disability. Supervisor advised customer I am not staying that. Supervisor advised customer that your complaints have been documented but there is nothing we can do financially for you. Customer stated what about my check that I did not receive. Supervisor was researching previous CAIR however the customer did not respond and the case was closed. Customer hung up as she was not at all satisfied. Customer did request to speak to my boss, however Supervisor advised customer my boss is strictly in an admistrator role. Customer disconnected the call.

CS1301 please close CAIR.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG7BH [REDACTED]	Open Date	05/21/2013	Built Date	03/07/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	04/12/2011	Mileage	20,000	Dealer Zone	63 DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	68751	JAMES CERANTI MOTORS INC			
Dealer Address	2225 HIGHWAY 82 EAST				
Dealer City	GREENVILLE	Dealer State	MS	Dealer Zip	38701
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LELAND MS [REDACTED]	Country	UNITED STATES		

Product - Electrical - Alternator/Voltage Regulator - Other - Default	stating the altenator blew
Corporate - Rental Vehicle - Default - Default - Default	

Customer seeking rental assistance because thier alternator has blown in their vehicle. Customer stated that the vehicle was smoking and they had contacted their fire department. Customer stated that fire department said the alternator had burned fromt he inside.

Contacted Service Manager, Robby at #68751 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-53. Rental authorization will be processed by dealer.

reassigned 86R
 DEALER CONTACT: 662-332-7231 / SM Robby
 Diagnosis:

SM stated they have the customer in a rental and this may only take a couple days. Agent discussed the rental if they can do this under the D-11-53, SM stated he can. Agent thanked the SM and will contact customer for follow up.

Vehicle s alternator overheated and smoked. The alternator burned up on the inside and there was no other damage to the vehicle.

CUSTOMER CONTACT: [REDACTED] / [REDACTED]
 Agent advised customer she may only be in a renal for a couple days but agent provded cair, rep. name, and return contact 877-759-5427 ext 4718378 if further assistance is needed.

***** 86R Notes *****
 Agent to contact dealer on 5/23/13 for post repairs

DEALER CONTACT: 662-332-7231 / SA Amanda
 SA stated the customer has picked up the vehicle and the rental has been returned.

CUSTOMER CONTACT: [REDACTED] / [REDACTED]
 Customer stated she is not satisfied with the repair because she has been told by other people this is a common problem. Agent advised there is no record of the alternator catching on fire being a common issue. Customer stated she no longer wants this vehicle seeking to trade it in for a different vehicle. Agent apologized for the concern, but tried to reassure the customer incidences like this are not common.

CLOSED-LOOP UPDATE: no follow up needed. cair closed

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG8	BH [REDACTED]	Open Date	05/23/2013	Built Date	03/05/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	04/11/2011	Mileage	67,325	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	67501	DEACON JONES CHRY-DODGE				
Dealer Address	1115 N BRIGHT LEAF BLVD					
Dealer City	SMITHFIELD	Dealer State	NC	Dealer Zip	27577	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CHARLESTON SC [REDACTED]			Country	UNITED STATES	

Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Corporate - Dealer Information - Default - Default - Default	Customer seeking dealer information
Product - Electrical - Alternator/Voltage Regulator - Defective - Default	Customer states alternator needed to be replaced
Product - Electrical - Unknown - Other - Default	Customer states beeping in vehicle, but no indicator light on
Product - Electrical - Starter - Defective - Default	Customer states starter needed to be replaced
Corporate - CNA Change - Default - Default - Default	Updated owner information in COIN
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because they are experiencing a recurring issue. Customer states she bought the vehicle from Suptner dealership in 2011. Customer states there was already 20,000 miles on the vehicle when she purchased it. Customer states that they travel a lot for work, and at 50,000 miles they heard a beeping noise in the vehicle. Customer states there was no indicator light on the dash to indicate an issue, so she kept driving. Customer states the car just stopped, when she was driving. Customer states she had to pull over, and then the engine would not crank at all. Customer states she called the police to get a jump, and they could not get the car to start, so she had to have the vehicle towed to the closest dealership. Customer states the alternator was bad. Customer states they had to have the alternator replaced, as well as the starter. Customer states the price to have the alternator replaced was \$939.50, but she was given a discount so she paid \$801.33. Customer states this occurred in January. Customer states she is now hearing the beeping again, and again there is no indicator light coming on. Customer states she is not hearing the beep often, and the vehicle is cranking fine right now, however the beeping is making her nervous.

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

Agent updated owner information in COIN.

Agent advised customer that they should take the vehicle to the

dealership and have the issue diagnosed, and if it is a recurring issue, the dealership can send it up and have STAR involved, to resolve the issue. Customer inquired as to if they would have to pay a diagnostic fee. Agent advised the diagnostic fee is something all customer s have to pay to have the vehicle diagnosed. Customer states she would like assistance with the diagnostic fee, as she has already spent almost \$1000 for the problem. Agent advised that the diagnosis has to have been done in the last 30 days, and the issue may be a different issue then the original repair.

Agent advised customer that Chrysler does not assist with diagnostic fees.

Customer asked to speak with a supervisor.

Agent advised customer that Chrysler has empowered agent to answer and resolve customer issues. Agent advised customer that a supervisor would be providing the customer with the same information.

Customer states that s fine, agent has given customer all the information they can, and would like to speak with the supervisor. Agent advised customer that a supervisor call, would require a 24 hour callback.

Customer states that s fine, send it up for a supervisor call, you have my information. Customer disconnected the call.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: [REDACTED]

Reason for request: Customer not satisfied with information agent provided. Customer does not want to pay a diagnostic fee for a recurring issue.

CAIR assigned to: KG363

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

SUPERVISOR DEALER CONTACT

Dealer Name : DEACON JONES CHRYSLER DODGE JEEP

Dealer Phone : 919-934-8101

Supervisor left a voicemail for Jessica, SA. Supervisor requested a callback to address the customer s concern. Supervisor left the CAIR and VIN.

Customer called in to inquire about the status of this case. Customer states she did not receive a supervisor call back. Customer was advised a supervisor call back will occur on 05/28/13, due to the holiday. Customer understood.

SUPERVISOR

Supervisor contacted [REDACTED] at [REDACTED].

Supervisor was advised by the customer to call back in 10 mins.

SUPERVISOR DEALER CONTACT

Dealer Name : DEACON JONES CHRYSLER DODGE JEEP

Dealer Phone : 919-934-8101

Supervisor spoke with Wade, SA

Dealer advised that when the vehicle first came in, the vehicle would not start and it had to be jump started. At the time it needed an alternator and battery. Then the customer came back stating the vehicle drags when starting and the dealer replaced the starter, which was done under goodwill Feb 21, 2013 at 58788 mi.

The dealer advised that if it is the same concern, the diagnostic would be covered and the part as well.

SUPERVISOR

Supervisor contacted [REDACTED] at [REDACTED].

Supervisor advised the customer of the information from lines 70-76.

Customer will callback if they need any further assistance.

Escalation Override approved by KG363.

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

Survey By Pass - No Diagnosis

Briefly summarize why the customer is contacting Chrysler:Customer states

she is in Atlanta for work and would like to go to dealership to get her vehicle checked out. Customer states that she does not want to have to pay the diagnostic fee again for a repair that she had already paid for.

Agent advised that she could not authorize the dealership to not charge her the diagnostic fee. Customer states she would like a supervisor to contact her back regarding this issue. Customer requested dealership phone number. Agent provided phone number for Douglas Chrysler Dodge Jeep Ram 66204 phone 770-942-1102. Agent spoke to Tim and advised Tim of customer situation. Tim advised that customer can bring her vehicle

tomorrow morning after 7:30 Am . Agent advised customer of this .
Customer states she will contact the dealership herself to give them the full back ground of this case. Customer states she would like a rental vehicle. Agent advised that a diagnostic needs to be performed before a rental can be considered. Customer understood.

Briefly summarize what the customer is expecting:Customer seeking supervisor call back .

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: [REDACTED]

Reason for request:Customer states she does not want to pay a diagnostic fee and would a supervisor to authorize non payment for diagnostic fee.

CAIR assigned to: BC373

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

File reassigned to PG725 By TM for handling

Please contact the dealer and verify if repairs have been performed and if there was a cost associated with the repairs.

Reason for Dealer Contact: Verify if repairs have been performed and if there was a cost associated with the repairs.

Dealer Code: 67501

Dealer Personnel Required: SA/ SM

Customer s Preferred Method of Contact: n/a

Customer Phone Number (Morning): n/a

Customer Phone Number (Evening): n/a

Customer Email address: n/a

Reason for assigning to Resolution Team: end of shift

Assigned to 86T

DEALER CONTACT (OUT): 67501 / 919-934-8101 / SA Renee Johnson

No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378

DEALER CONTACT (OUT): 67501 / 919-934-8101 / SM Mike

SM stated on 2/13/13 customer paid to have her repairs completed. SM stated they replaced the alternator and battery for the customer and this was not under warranty. Customer paid \$801.23, than the customer came back for another concern on 2/21/13. The dealer replaced the Starter at no cost to her and the customer only had to pay \$3.68 for a Keyfob battery replacement.

SM stated the customer is out of warranty if she is looking for any repairs to work with a closer dealer because they are more than 5 hours away from her residence.

Agent was advised by TL PG725, for NV500 to now take details from dealer and call customer.

CUSTOMER CONTACT (OUT): [REDACTED] / [REDACTED]

Agent advised customer about the past repairs in lines 126-131. Customer stated that is not the point. Customer stated her vehicle now has the dinging noises again and wants that addressed. Agent advised customer since the last repairs was in February, we will require a diagnosis for the current concern. Customer became irate stating she does not want to work with NV500 anymore and stated she wants NV500 s supervisor to call her and she hung up the phone.

Agent spoke to BC373 about the file and was directed to send case to DF314 to complete supervisor call back.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: (same) [REDACTED]

Reason for request: Customer did not provide a specific reason, just directed agent to have his supervisor to call. She requested for a sup call back right after agent advised her to have her vehicle diagnosed at a dealer for further review.

CAIR assigned to: (DF314)

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

Supervisor Call

Supervisor placed call to customer at requested number [REDACTED]

Phone rang for 35 seconds, voice mail stated the voice mail box is full and cannot accept messages. Supervisor will try later in the day to reach customer.

Supervisor Call

Supervisor placed call to customer at requested number [REDACTED] .

Phone rang for 35 seconds, voice mail stated the voice mail box is full.
Supervisor is unable to reach customer. Survey By-pass Added.
CLOSED-LOOP UPDATE: unable to reach customer / cair closed

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG4 BH [REDACTED]	Open Date	05/28/2013	Built Date	03/08/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN	
In Service Dt	03/11/2011	Mileage	51,633	Dealer Zone	66 ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH	Dealer State	FL	Dealer Zip	33411
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WEST PALM BEACH FL [REDACTED]	Country	UNITED STATES		

Product - Electrical - Alternator/Voltage Regulator - Other - Default	Customer states he needs a new alternator
Product - Engine - Cylinder Head / Gskt - Broken/Cracked - Default	Customer states the head gasket had to be replaced.
Corporate - CNA Change - Default - Default - Default	Updated email address
Product - Engine - Unknown - Other - Default	customer states he had battery replaced

Briefly summarize why the customer is contacting Chrysler: Customer states that he bought a CPOV and has had to take the vehicle in three times in the past few months.
 Customer has had to replace the battery, a head gasket and has been advised he needs a new alternator.
 Customer has had the CPOV for 11 months and believes that this has added up to a lot of repairs on a new vehicle.
 He was not aware when he purchased the vehicle that it was previously a FLEET but was advised after purchase.
 Briefly summarize what the customer is expecting: Customer is hoping for cost assistance.
 Agent called dealership and spoke with Craig SM and Eric who advised agent that the only things that customer has paid out of pocket so far have been - oil changes/battery/ and a head light.
 The head gasket was covered under warranty.
 Dealership states that D-11-27 doesn't extend to cover this alternator issue.
 Agent will move to 88F for review for possible cost assistance.
 Miles on vehicle 51,633
 Agent attempted to contact dealer Service Manager Aaron, however, SM is not available. Left message for a return call at extension 66109 regarding whether or not the alternator is covered under the certified Pre owned Warranty contract
 ***** CASE MANAGEMENT - District M *****
 - Is the Original Owner No
 - Has 0 NEW CDJR 0
 - Has 0 USED CDJR 1
 - 0 cancelled service contract 0
 - 0 active service contract Certified Pre Owned Warranty Contract
 - 0 expired service contract 0
 Status update provided via email to the following email address:

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

Your case number is [REDACTED].

Chrysler Case Management telephone- 800-763-8422

My direct extension is 66109.

My work hours are from 7:00am-3:30pm Mountain Time.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5613517766 writer spoke with customer updated the case with customer email [REDACTED].com writer informed customer of left message for SM Aaron customer is asking for rental vehicle he has no other transportation Writer informed customer writer will speak with SM and follow up with customer 05/29/2013 with any updates

Begin Customer Message reviewed:

Kandy,

I ve left a message with Carlos (CSR) for Craig (service advisor) in an attempt to expedite the process. I will be back there tomorrow as I am going to have to get a rental car because will not have a way to work and Arrigo s shuttle doesn t provide transportation to the area I work in.

Thank you for your assistance and I m looking forward to speaking with you shortly so that we can get this matter resolved and I can be back in my vehicle. Once again thanks for your assistance.

End of Reviewed Customer message

Status update provided via email to the following email address:

[REDACTED]
Thank you for the email response I have left a message on the SM voicemail for the return call from the SM Brad. I had stated the customer will need a rental car, I have not received a response from the SM and I will follow up with the SM on 05/29/2013 in the am and will follow up with you.

End of Status Update

Begin Customer Message reviewed:

Kandy,

After our conversation I called and spoke with Craig who stated that he hadn t receive a message and that Brad is no longer at Arrigo. I passed along your contact information in hopes that this bridge communication in effort to have this resolved as quickly as possible. Thank you in advance for all of your assistance.

End of Reviewed Customer message

Writer attempted to contact dealer Service Advisor Craig, however, SA is not available. Left message for a return call at extension 66109 Writer spoke with SA Craig stated the customer is very loyal and that the alternator does not fall under the CPOV warranty But would like to get some assistance for this customer Writer informed SA Craig CAC will assists with repair of the alternator

Customer seeking rental assistance becausealternator replacement

. Contacted Service Manager, Craig at 43864 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-11-53.

Rental authorization will be processed by CAC

As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$492.00

Labor = \$93.00

Total = \$585.00

Co-pay = \$\$\$\$U

DIRECT-TO-DEALER

Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.

If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference. When repairs are completed, submit your claim as you would normally.

If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 66 43864 05/29/13 12:29 O 23483615

Writer spoke with SM Aaron stated he does not have any information on the update of this vehicle advised writer he will call writer back with update by end of business day

Writer attempted to contact dealer Service Advisor Craig, however, SA is not available. Left message for a return call at extension 66109

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

on 2013-06-05 @ 13:02

SA Craig called stated the repairs are completed but there is additional days needed for the rental and also the battery needed to be replaced SA Craig will send invoice for total cost of repair and rental for the RA to be completed

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

As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$168.30

Labor = \$107.28

Total = \$275.58

Co-pay = \$0.00

DIRECT-TO-DEALER

Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.

If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.

When repairs are completed, submit your claim as you would normally.

If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.

This customer has / has not been informed of this decision.

Please update and/or close CAIR when complete.

#####

RA per lines 85-107 and 121-143 are the same repair and combined. The dealer had to order more parts from original estimate.

Both RA s are a total of \$860.58 for the repairs

Parts \$660.30

Labor \$200.28

Customer Document Reviewed.

REASSIGNED TO BC/DLR 66 43864 06/05/13 14:39 O 23483615

Customer seeking rental assistance because repairs being done

Contacted Service Manager, Craig at 43864 to

discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-11-53.

Rental authorization will be processed by CAC

Writer attempted to contact dealer Service Advisor Craig, however, SA is not available. Left message for a return call at extension 66109

Writer attempted to contact dealer Service Advisor Craig, however, SA is not available. Left message for a return call at extension 66109

Writer attempted to contact dealer Service Advisor Craig, however, SA is not available. Left message for a return call at extension 66109

Writer attempted to contact dealer Service Advisor Craig, however, SA is not available. Left message for a return call at extension 66109

Writer spoke with SM Aaron stated this vehicle has been repaired RO has

been completed SM Aaron advised case can be reassigned back to writer

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



Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG8	BH [REDACTED]	Open Date	06/11/2013	Built Date	02/26/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/02/2011	Mileage	42,836	Dealer Zone		
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	SAN ELIZARIO TX [REDACTED]	Country	UNITED STATES

Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall	Advised of open recall.
Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall	Advised of open recall.
Referral - Other - Default - Default - Default	Directed to SM

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

abs recall

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

I need to know about the recall and whether a technician is trying to make me pay for more than is needed. A technician by the name of Pauly, refused to service my 2011 Charger unless the car's computer was replaced. Furthermore he stated that the fix for the recall was based on the computer, so that if he performed the fix, then replaced the ecm, that the fix would have to be done again. The car was taken in because the ABS light came on, then smoke came from under the hood. The tech is claiming that the alternator shorted, causing the battery to short and frying the ecm. Should there not be fuses in place to prevent this kind of thing from happening? your input is greatly appreciated.

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

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center. Customer Care is unable to provide diagnostic assistance for vehicle concerns. Due to the many variables involved in providing diagnostics for a vehicle we do rely on our dealerships and their factory provided training to properly diagnose and repair our vehicles as per the Chrysler authorized manner. As for your comments regarding vehicle design, these have been documented to be shared with the product development team. We would encourage you to bring these concerns forward to the Service Manager at your dealership who can review the diagnostic and recommended repairs. We appreciate the time you took to share this matter with us and feel this referral will provide the best results for your inquiry.

As a reminder, your vehicle currently has the following recall campaigns open on your vehicle and should be completed during your service visit.

L28 FRONT EXTERIOR DOOR HANDLES

M10 ABS/ESC WIRING

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative

Dodge Customer Assistance Center

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

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CGX	BH [REDACTED]	Open Date	06/14/2013	Built Date	06/07/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	09/22/2011	Mileage	40,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	PITCH BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.				
Dealer Address	9051 EAST COLONIAL DRIVE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32817	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ASHBURN GA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Engine Wiring - Defective - Default	Alternator and battery issues
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlamps stop working intermittently
Corporate - CNA Change - Default - Default - Default	Updated primary phone number
Product - Electrical - Engine Wiring - Other - Default	Wire harness keeps coming loose
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding recurring issues she is having with her vehicle. Vehicle s headlamps intermittently work, and have previously been repaired under warranty on 11/26/2012 and 06/26/2012. Customer contacted Greenway Chrysler Jeep Dodge 45091 on 06/09/2013 to discuss having repair fixed under warranty again, since this is a recurring issue that has not been fixed. Customer had vehicle diagnosed and the issue is the same as previous repairs. Customer stated she wants cost assistance in this repair, because the mechanic had told her it was a factory manufacturing defect. Writer phoned dealership 45091 to speak with Ronda the Service Advisor, who [REDACTED] was dealing with. Ronda stated she is working on getting cost assistance for customer, but has not had the chance to speak with her Service Manager as he has been busy in meetings all week long. Ronda states she will phone customer once a decision has been made at 229 313 8726. Writer informed customer that Ronda is working on cost assistance for her, she is just waiting for the final decision from her Service Manager. Writer gave customer case number if no cost assistance is offered from dealership. Writer advised customer that if no cost assistance is offered from dealership, call CCAC with case number to see if there is anything else writer can do on her end. Customer thanked writer and will keep informed if there are any further issues.

Briefly summarize what the customer is expecting: Customer is expecting cost assistance for a recurring repair issue
Customer updated primary phone number in contact information.
Ronda also stated repair will cost \$272.
No contact from customer, therefore case closed.

****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: Having

issues with her car the alternator just went out, wire harness replaced twice, had headlight replaced, battery has gone dead a couple of times. The customer just got her vehicle back where the dealership replaced the alternator and it has a ticking noise.

Briefly summarize what the customer is expecting: Cost Assistance.

The customer called because she has experienced ongoing electrical issues with the vehicle. Agent advised the customer that the vehicle will have to go back to the dealership for diagnosis.

Reassigned to KH363

Agent spoke to SM who advised that they have diagnosed the vehicle.

The noise is coming from the actuator blender which is in the heating and cooling system.

Customer is out of warranty on the vehicle and has already been provided goodwill by the dealership.

SM advised that this is the first time they have seen the customer.

Agent advised the customer of the diagnosis of the vehicle and that the warranty on this component has expired.

Customer became agitated and stated that the dealership told them they had warranty and disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2B3CL3CG9 BH [REDACTED]	Open Date	06/18/2013	Built Date	05/05/2011	
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	10/04/2011	Mileage	38,000	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP				
Dealer Address	6850 MOUNT ZION BLVD					
Dealer City	MORROW	Dealer State	GA	Dealer Zip	30260	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	CONLEY GA [REDACTED]	Country	UNITED STATES			

Product - Body / Trim / Paint Finish - Carpet - Other - Default	IRF left window down in a rain storm
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	Loss of power - Vehicle stalled in traffic
Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall	SEAT WIRING HARNESS CONNECTORS
Product - Electrical - Alternator/Voltage Regulator - Other - Default	shorted to ground
Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Battery - Other - Default	

Enhanced Customer Satisfaction Team*

Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to [REDACTED].
 CONTACT UPDATE - 1st Contact [REDACTED] Customer stated vehicle stalled and has been towed to Mieneke located on Jonesboro Road, 404-363-1538. Concern is same as experienced previously. Vehicle loses power. Customer provided email address: [REDACTED].
 Writer informed customer dealer would be contacted to arrange for towing to dealership. Case update will be provided to customer by end of business day.
 Writer spoke to Jason, SA. Dealer will arrange for vehicle to be towed to dealership. Informed dealer towing expense will be covered as well as rental vehicle.
 Writer provided case number and CA contact information
 Writer updated case information with customer. Customer will contact dealer to arrange for rental vehicle.
 Email sent to TS group for re-open
 ***** Following Corporate Resource has been contacted *****
 TAPS
 on 2013-06-18 @ 12:47
 Status update provided via email to the following email address:
 [REDACTED]
 My name is Sherie and I have been assigned as your Enhanced Customer Satisfaction Case Advocate. Here is some information that will be helpful for you to have.
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66385

My work hours: 11:30 am to 8:00 pm Eastern Time, Monday through Friday

Thank you,

Sherie

Chrysler Group LLC

Enhanced Customer Satisfaction Team

800-763-8422, ext. 66385

End of Status Update

Jason, SA stated Mienieke had left window down and interior of vehicle is soaked. Dealer is contacting customer to inform her of wet interior.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Attempted to contact customer. Left message wanting to confirm she has been provided a rental vehicle.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

TS approved alternator replacement and is waiting for cost of carpet to be cleaned by sublet.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Writer contacted customer. Writer advised that ECS was notified the repairs are complete. Customer has not yet heard from the dealership.

Writer advised that CA will follow up on Monday 6/24 to ensure the issues were resolved.

Writer confirmed customer has possession of vehicle with Jason, SA.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CG3	BH [REDACTED]	Open Date	06/19/2013	Built Date	02/07/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/11/2011	Mileage	36,300	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PVG	TOXIC ORANGE PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Dealer	44554	DAVID STANLEY DODGE LLC
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Dealer Address	7609 S E 29TH STREET	
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Dealer City	MIDWEST CITY	Dealer State	OK	Dealer Zip	73110
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	[REDACTED]
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MIDWEST CITY OK [REDACTED]	Country	UNITED STATES
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Product - Electrical - Alternator/Voltage Regulator - Defective - Default	alternator and battery issues
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Briefly summarize why the customer is contacting Chrysler: Customer calling in to find out if there is anything that we can do to help in the costs of his repairs. Customer states that he has had the vehicle in multiple times because of battery issues and every time he went in, they told him nothing was wrong. Customer states that the last time it was in the shop, they stated nothing was wrong, and on the way home from the dealer, the battery and alternator blew out. Customer feels like he should not be responsible as he is only a couple hundred miles out of warranty, and has been brushed off of his issue in the past. Agent called dealer (44554) and spoke to SM Brian, who stated he was willing to cover repair costs under D-12-27 parameters. Agent informed customer and put him in contact with dealership. Customer was very appreciative and thanked us for our help.

Briefly summarize what the customer is expecting: Customer is expecting us to look into cost assistance for his issue.

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2C3CDXBG3	CH [REDACTED]	Open Date	06/25/2013	Built Date	09/27/2011
Model Year	2012	Body	LDDM48	DODGE CHARGER V6 RWD FOUR DOOR SEDAN		
In Service Dt	10/18/2011	Mileage	33,023	Dealer Zone	63	DALLAS
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	45097	BENNY BOYD CHRYSLER DODGE JEEP				
Dealer Address	1611 LUBBOCK HWY					
Dealer City	LAMESA	Dealer State	TX	Dealer Zip	79331	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	N/A				Home Phone	
	SNYDER TX null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2013-06-25
Road Side File Created 06-25-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2810 42ND STREET 1611 LUBBOCK HWY
AUSTIN AVENUE
SNYDER LAMESA
TX USA TX
ALTERNATOR, SMOKE CAN T START, PLEASE CALL CUST @
DEALER CODE : 45097 BENNY BOYD CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)#

[REDACTED]

VIN	2B3CL3CGX	BH [REDACTED]	Open Date	06/27/2013	Built Date	02/15/2011
Model Year	2011	Body	LDDM48	DODGE CHARGER SE RWD FOUR DOOR SEDAN		
In Service Dt	03/11/2011	Mileage	38,558	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PRY	REDLINE 3 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Dealer	60257	LAKELAND CHRYSLER DODGE				
Dealer Address	2335 NORTH DADE CITY HIGHWAY					
Dealer City	LAKELAND	Dealer State	FL	Dealer Zip	33804	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	PLANT CITY FL [REDACTED]			Country	UNITED STATES	

Product - Electrical - Alternator/Voltage Regulator - Other - Default	needs replacement
Corporate - E-Reimbursement - Default - Default - Default	
Product - Electrical - Battery - Complete Failure - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she is out of basic warranty by mileage and has a RO for replacement of battery and alternator.

Briefly summarize what the customer is expecting: Cost assistance for this repair.

Called dealership 60257 to confirm details of diagnosis.

Asked for SM Spoke with SM s assistant. Left message with assistant to have SM call back. Next agent please go through dealer funnel paragraph.

Goodwill: no,no,no, 3 vehicles-1 new, no

Agent advised customer that they would be contacted after Chrysler is able to reach the SM to confirm the details of the repair.

Reason for Dealer Contact: to confirm details of diagnosis and discuss d-12-27

Dealer Code: 66- 60257

Dealer Personnel Required: Sm

Customer s Preferred Method of Contact: phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: [REDACTED]

Reason for assigning to Resolution Team: unable to reach SM

Assigned to 86T

Customer contacted Chrysler seeking cost assistance with alternator and battery repair. Writer contacted the dealership and spoke with Carlos Ortiz in service. Carlos stated that he has offered customer \$140 off the cost of the repair. Writer relayed information to customer. Customer was disappointed that the dealership was not offering her more off the cost of repair and disconnected call.

Writer called [REDACTED] and no one answered and no voice mail to leave a message.

Writer called [REDACTED] and spoke with her, customer is not happy with the decision the dealership has offered her and would like her case sent to case management for further review. Writer advised the customer that she will be contacted with in 1 business day, customer understood.


~~~~~  
Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
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? 60257  
Reassigned to 88F

Customer [REDACTED] is calling back in waiting for her CM to call her back.  
Agent advised that her case has been sent to a CM 6/28/2013 and she should be receiving a call in one business day which will be by close of business on Monday.

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
Ms [REDACTED], no message allowed went to fax machine.  
Status update provided via email to the following email address:  
[REDACTED]

My name is Lori and I have been assigned as your case manager. Here is some information that will be useful for you to have:

Dodge Case Management telephone number: 800-763-8422

My direct extension: 66023

My work hours: 10:00 am to 5:00 pm eastern time

I will be contacting you again tomorrow to speak about the case that you have opened, or please contact me.

End of Status Update

Briefly summarize why the customer is contacting Chrysler: Customer calling to speak with their CM. Agent provided customer with her CM phone number and extension and transferred customer to extension 66023.

Briefly summarize what the customer is expecting: Customer calling to speak with their CM.

Customer stated the vehicle need to be towed, to dealer and was quote \$1,050.00 and now final price was \$875.00. Customer is seeking assistance for the cost of the repair. Customer cell [REDACTED].

CM will contact Dealer @ 863-687-2501 Greg SM LAKELAND MOTORS, LLC to check price of the repair Resp. Will cost labor \$180.00 part \$729.99.

Customer Cost. Carlos stated he would talk to Greg about helping with the repair at warranty cost and Dodge asset with the repair due to loyalty to Chrysler. CM stated a call back to dealer tomorrow for cost.

CM contacted customer to inform we are waiting for pricing and she would be contacted tomorrow.

CM call dealer @ 863-687-2501 Greg SM LAKELAND MOTORS, LLC for pricing.

Talked to Carlos and he gave pricing to Greg. Was transferred to Sherry and now Greg. CM was unable to reach SM at this time. CM placed on hold for more then 10 minutes.

CM will contact customer @ cell [REDACTED] 7 with update and give options of doing the repair and get reimbursement. CM stated a call back to dealer would take place again to day and leave message or send e-mail if necessary. Customer understands.

CM contact Dealer @ 863-687-2501 parts department Dennis regarding warranty pricing for the alternator: Jessica stated the labor is

Warrant cost is

Part \$534.63

Labor is:\$61.05.

Total:\$595.68

Customer offered %50 split for alternator only. Customer agreed.

CM contact dealer @ 863-687-2501 Talked to Carol SA again to inform of offer made to customer on the alternator only. CM will send D2D today to complete the repair. CM informed customer a call back on Monday to verify the vehicle is running well.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Greg

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the

limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be

delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

#####

REASSIGNED TO BC/DLR 66 60257 07/03/13 13:53 O 23620839  
Cusotmer called stating dealer does not have authorization yet and does not know where to find it.

CM will contact Dealer @ 863-687-2501 Greg SM LAKELAND MOTORS, LLC TO inform of the authorization is in the DM notes.Greg not available again and has not answered any calls. CM was working with Carlos SA for this customer, Carlos was informed and was asked to tell Greg the information. If there is a problem to call CM. The resp Jessica did labor of 0.7 also assisted Greg and gave information on his behalf. Parts gave part number and warranty cost after waiting two days for answer.

\*Contact Date:07/03/2013

Customer pay repair is documented on Repair Order#746474  
Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 7/03/2013 AT 05:46:122 R 23620839

Dealer called and left message to call back. CM will contact customer to pay and get reimbursement due to the fact that Greg already closed his books for the month. CM agreed to pay customer 437.63 for alternator. Greg is faxing the invoice with payment.

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

cm1101@chrysler.com on 2013-07-05 @ 11:44

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

Customer Document Reviewed.

Fax is in narrative review and send check.

Writer called the dealer and was informed that SM Greg is out for the day.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Cost assistance

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

no

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

no

Enter the Mileage at the time of the repair.

38,558

Enter the Date when the repairs were completed.

6/28/2013

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

560.99

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

180.00

What is the total Tax to be reimbursed?

57.26

What is the total amount being reimbursed?

\$370.50

\*\*\*\*End structured narrative T2 - eReimbursement

Reimbursement amount based on 1/2 parts and labor with no tax included.

Approved.

CM contact customer @ [REDACTED] to inform check was approved and should come in 7-10 business days. Cusotmer stated she is very happy and thank you. Cusotmer stated it is ok to close case.

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

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6  | BH [REDACTED]                    | <b>Open Date</b> | 06/28/2013                           | <b>Built Date</b> | 05/04/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/27/2011 | <b>Mileage</b>                   | 7,500            | <b>Dealer Zone</b>                   | 51                | CHICAGO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                          |                           |    |                   |       |  |
|-----------------------|--------------------------|---------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 58004                    | GRIEGER'S MOTOR SALES INC |    |                   |       |  |
| <b>Dealer Address</b> | 1756 WEST U S HIGHWAY 30 |                           |    |                   |       |  |
| <b>Dealer City</b>    | VALPARAISO               | <b>Dealer State</b>       | IN | <b>Dealer Zip</b> | 46383 |  |

|                |                    |                     |               |
|----------------|--------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]         | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]         | <b>Home Phone</b>   | [REDACTED]    |
|                | KNOX IN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                 |
|---------------------------------------------------------------------------|---------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator needs to be replaced |
| Product - Electrical - Battery - Intermittent or Inoperative - Default    | Battery needs to be replaced    |
| Corporate - Survey By-Pass - T2 Email - Default - Default                 | Dealer T2 email                 |
| Product - Drivability - Unknown - No Start - Default                      | Vehicle would not start         |

\*\*\*\*\*Dealer T2 Email received\*\*\*\*\*

Owner brought vehicle in for a no start issue. Dealer diagnosis was the alternator and the battery need to be replaced. SM offered goodwill on the alternator with a \$350 co-pay for the customer. Owner is to pay retail rate for the battery.

Customer called and suggested a recall should be called out on the alternator for this vehicle because she seen many complaints on line about electrical system being faulty. Customer requested NHTSA contact information. Agent provided.

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

|                      |            |                              |                  |                                          |                   |            |
|----------------------|------------|------------------------------|------------------|------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXHG4  | CH                           | <b>Open Date</b> | 06/30/2013                               | <b>Built Date</b> | 01/26/2012 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                  | LDDS48           | DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/09/2012 | <b>Mileage</b>               | 14,000           | <b>Dealer Zone</b>                       | 74                | DENVER     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                        | US                |            |
| <b>Color</b>         | PBV        | BLACKBERRY PEARL COAT        |                  |                                          |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE       |                  |                                          |                   |            |
| <b>Transmission</b>  | DFG        | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                          |                   |            |

|                       |                       |                           |    |                   |       |  |
|-----------------------|-----------------------|---------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 38356                 | PERKINS MOTOR COMPANY INC |    |                   |       |  |
| <b>Dealer Address</b> | 1205 MOTOR CITY DRIVE |                           |    |                   |       |  |
| <b>Dealer City</b>    | COLORADO SPRINGS      | <b>Dealer State</b>       | CO | <b>Dealer Zip</b> | 80906 |  |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   |                          | <b>Contact Type</b> | ROADSIDE      |
| <b>Address</b> |                          | <b>Home Phone</b>   |               |
|                | COLORADO SPRINGS CO null | <b>Country</b>      | UNITED STATES |

Corporate - Roadside Services - Warranty - Default - Default

Roadside Assistance Contacted - DATE : 2013-06-30  
Road Side File Created 06-30-13 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
N POWERS BOULEVARD 1205 MOTOR CITY DR  
E PLATTE AVENUE  
COLORADO SPRINGS COLORADO SPRINGS  
CO USA CO  
ALTERNATOR CAUGHT ON FIRE POWERS,CAN BE DROPPED  
DEALER CODE : 38356 PERKINS MOTOR COMPANY, INC.



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

[REDACTED]

|                      |            |                                   |                  |                                      |                   |            |
|----------------------|------------|-----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG2  | CH [REDACTED]                     | <b>Open Date</b> | 07/08/2013                           | <b>Built Date</b> | 03/31/2012 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/02/2012 | <b>Mileage</b>                    | 47,420           | <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>        | ERB        | 3.6L V6 24V VVT ENGINE            |                  |                                      |                   |            |
| <b>Transmission</b>  | DFG        | 8-SPD AUTO 8HP45 TRANS (BUY)      |                  |                                      |                   |            |

|                       |                            |                                 |               |                   |       |  |
|-----------------------|----------------------------|---------------------------------|---------------|-------------------|-------|--|
| <b>Dealer</b>         | 41211                      | DORMAN DODGE-CHRYSLER-PLYMOUTH- | JEEP-EAGLE    |                   |       |  |
| <b>Dealer Address</b> | 724 SOUTH HARRIS STREET    |                                 |               |                   |       |  |
| <b>Dealer City</b>    | SANDERSVILLE               | <b>Dealer State</b>             | GA            | <b>Dealer Zip</b> | 31082 |  |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>             | TELEPHONE     |                   |       |  |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>               | [REDACTED]    |                   |       |  |
|                       | SANDERSVILLE GA [REDACTED] | <b>Country</b>                  | UNITED STATES |                   |       |  |

|                                                                        |                                  |
|------------------------------------------------------------------------|----------------------------------|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Electrical concerns              |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Reimbursement for battery repair |

Customer contacted Dodge Customer Assistance as their vehicle had broken on the side of the road with multiple warning lights coming on. The vehicle was then towed to dealer 26341 and they had replaced the battery due to a dead cell diagnosis. (Total repair cost was \$195.70) The customer then drove the vehicle for a day and the warning lights came back on. The agent then took the vehicle to his nearest dealer 41211 and it is currently being diagnosed for its current concern. The agent then attempted to contact dealer 41211, but Service Manager Michelle was unavailable. Fred in service stated he would leave a message for Michelle to return a call and update the customer on the current state of the vehicle. The agent informed the customer that once we have new information on the current diagnosis that we can review the initial battery repair. The customer was pleased.

Note: Next agent, please update the file if the dealership contacts back.

Briefly summarize why the customer is contacting Chrysler: customer called stating he just received a call from the dealership and was told the diagnosis is the alternator needs replacing, not the battery as he was charged \$195.00 for

Briefly summarize what the customer is expecting: customer is calling with diagnosis he received

Agent advised customer the information is now documented

- SM Michelle advised writer that the diagnosis has not been completed. SM Michelle states that the dealership is working with service contracts right now for the current issue.

SM Michelle states that she can't offer any assistance until they see if anything will be covered with service contracts.

- Agent called to dealership who stated the vehicle needs a new alternator for the vehicle which is covered under his after market service contract which is not with Chrysler. Customer's service contract is with U.S. warranty. Dave the service manager states they are going to have the vehicle repaired by shortly after lunch tomorrow. Customer needs to



contact his service contract company to check for any rental coverage.  
Briefly summarize why the customer is contacting Chrysler: Customer wants to know if any rental coverage in contracts, agent advised he has Owner Care and Essential Care (oil changes), both are for two years. Neither contract covers a rental (per VIP).

Briefly summarize what the customer is expecting: Customer wants to know if he has rental in contracts.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A. (Customer did not want to provide one.)

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? 41211

Reassigned to 88F

Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle was misdiagnosed and he had to pay out of pocket \$195.70. Customer would like to know when the CM is going to contact him.

Briefly summarize what the customer is expecting: Customer expecting to know when the CM is going to contact him.

Agent advised customer the CM would be contacting him tomorrow night by 8:00 PM.

No email listed - unable to send opening email.

\*\*\*\*\* CASE MANAGER TEAM - District M Ü \*\*\*\*\*

Writer spoke with dealer 41211 Dealer Name : DORMAN  
DODGE-CHRYSLER-PLYMOUTH- Dealer Phone : 478-552-5111, SM Karen. Writer was advised that customer had the alternator repaired at the dealership but the battery was replaced at the Milton Ruben dealership in Augusta. Customer has not been into the dealership before this repair. Repair to the alternator was covered by third party SC with 100.00 copay for 600.00 repair.

Writer contacted dealer 26341 dealer name - MILTON RUBEN CHRYSLER JEEP DODGE, 706-863-6633 and spoke SM Mike. SM advised that when the vehicle was towed into the dealership, the battery was tested and had a dead cell. SM advised that at the mileage of 47350 the battery would be considered a wearable item. Writer reviewed with SM that battery replacement did not resolve the customers concern and the alternator needed to be replaced. SM advised that alternator repair could be related to the battery replacement but again at the mileage, it would not be covered by any type of warranty and or service contract.

Writer reviewed case with KL307 and as battery was replaced at 47350 miles is would be considered a wear issue and not be assisted.

Information from dealer 26341 verified information.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 478-553-1977. Writer contacted the customer and advised that writer had contacted both repairing dealers and been advised that due to mileage on the vehicle that repairs are considered to be normal repairs needed to maintain the vehicle and therefore the battery replacement does not qualify for reimbursement.

Customer advised that his vehicle has been returned to him and is operating properly. Customer advised that his case can be closed.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

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

---

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

[REDACTED]

|                      |                         |                              |               |                                      |            |
|----------------------|-------------------------|------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG8 CH [REDACTED] | <b>Open Date</b>             | 07/09/2013    | <b>Built Date</b>                    | 11/22/2011 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                  | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 12/31/2011              | <b>Mileage</b>               | 41,000        | <b>Dealer Zone</b>                   | 63 DALLAS  |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT      | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PBV                     | BLACKBERRY PEARL COAT        |               |                                      |            |
| <b>Engine</b>        | ERB                     | 3.6L V6 24V VVT ENGINE       |               |                                      |            |
| <b>Transmission</b>  | DFG                     | 8-SPD AUTO 8HP45 TRANS (BUY) |               |                                      |            |

|                |                          |                     |               |
|----------------|--------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]               | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | CEDAR HILL TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                        |                   |
|------------------------------------------------------------------------|-------------------|
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | diagnosis needed. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default          |                   |

Briefly summarize why the customer is contacting Chrysler: Customer states that they have already replaced the battery on the vehicle recently and yet there are still issues. Customer states that battery save light keeps coming on in the vehicle and they are concerned alternator is gone on vehicle.

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

Agent advised customer that a diagnosis is needed confirming issues. Agent advised customer that Customer Care would further review concerns once vehicle is diagnosed.

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

[REDACTED]

|                      |             |                                  |                  |                                      |                   |            |
|----------------------|-------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6BH | [REDACTED]                       | <b>Open Date</b> | 07/09/2013                           | <b>Built Date</b> | 02/28/2011 |
| <b>Model Year</b>    | 2011        | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/09/2011  | <b>Mileage</b>                   | 44,188           | <b>Dealer Zone</b>                   | 32                | NEW YORK   |
| <b>Plant</b>         | H           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM         | TUNGSTEN METALLIC 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]    |
|                | MIAMI FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                |
|---------------------------------------------------------------------------|------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator overheated/quit on the highway.     |
| Product - Electrical - Battery - Complete Failure - Default               | Battery died due to alternator issues.         |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default    | Customer seeking cost assistance with repairs. |

Briefly summarize why the customer is contacting Chrysler: Customer's vehicle towed to the dealership, he stated the issues he was having with the vehicle he assumed them to be related to recall N08. He stated his girlfriend was driving the vehicle at the time it broke down, reason for it being in Connecticut.

Agent put customer on hold and called SECOR CHRYSLER DODGE JEEP RAM 26805, and spoke to SM Pete. He stated that the customer's girlfriend was driving on the highway when the vehicle died. He stated that the alternator shorted out and ran until the battery died. They then had it towed to the dealership. SM stated that it was a bad alternator that caused the problems and not related to recall. Vehicle needed a new alternator and new battery as the old one won't hold a charge. Cost of repairs are going to approximately \$1000. SM Pete stated they also repaired recall M10.

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

Who has possession of the vehicle? Dealership

Has an authorized dealer diagnosed the vehicle? Yes

If a CDJR dealer has diagnosed, what is the dealer name and code? SECOR CHRYSLER DODGE JEEP RAM 26805

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is: [REDACTED]

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to: 88F

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

Customer owns 2 used

Warranty 536, expired

No service contracts

Writer contacted Dealership, SECOR CHRYSLER DODGE JEEP RAM, 860-443-8335.

Spoke with Service Manager (SM) Pete. SM stated customer needs an alternator \$492.00, a battery, \$169.00 and labor is \$198.00, plus tax \$42.00. SM states this is the first time he has seen the vehicle, customer has no dealer loyalty, and is out of dealers parameters by 8000 miles. Chrysler can assist but dealership is not.

SM stated mileage as 44188. Writer will update mileage in coin.

Writer contacted the dealership. Spoke with SM Pete. Writer stated this vehicle is within the Dealers parameters and if a denial or assistance is to be done, the dealership must do it. SM stated he will not cover the

battery but will offer the repair to the customer with a \$250.00 co-pay.

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

Customer, Mr. [REDACTED] stated his wife is in CT. Visiting her parents, and he is in FL. Writer informed customer of dealerships offer, lines 39-40.

Customer agrees to the repair. Writer stated we will be doing a follow up 7/12/13.

Status update provided via email to the following email address:

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

Case Number is [REDACTED] Chrysler Case Management telephone number: 800-763-8422

My work hours: 8am-4:30pm EDT Monday- Friday My direct extension: 66101

I will contact within 1 business day by telephone to review your case with you.

End of Status Update

Writer contacted Dealership, SECOR CHRYSLER DODGE JEEP RAM, 860-443-8335.

Spoke with Service Manager(SM) Pete. SM stated the vehicle is repaired and he will be contacting the customer today.

Writer contacted customer, left message stating case and contact numbers, requesting a call back.

Writer contacted customer, [REDACTED] Left message stating case and contact numbers, requesting a call back.

[REDACTED]  
3rd attempt made to contact customer. Left message following up on repairs and informed customer that we are closing the case as no response regarding repairs

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

---



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

[REDACTED]

|                       |                         |                                  |                  |                                      |                     |                         |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CGX               | BH [REDACTED]                    | <b>Open Date</b> | 07/10/2013                           | <b>Built Date</b>   | 02/18/2011              |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 11/01/2011              | <b>Mileage</b>                   | 20,800           | <b>Dealer Zone</b>                   | 70                  |                         |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PSC                     | BILLET METALLIC CLEAR COAT       |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <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]              |
|                       | LAS VEGAS NV [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Corporate - Roadside Services - Default - Default - Default

Briefly summarize why the customer is contacting Chrysler: Customer states that dealer 44725 advised him to call Chrysler to see about getting reimbursed for the towing. Customer states that he had to pay about \$150 for the towing. Customer states that dealer 44725 had to repair the alternator and the battery. Customer states that the battery saver mode light came back on so he called dealer 44725 and they advised to have the vehicle towed to a dealership.

Briefly summarize what the customer is expecting:

Agent advised customer that he would not be able to get reimbursed for the towing as the vehicle was not towed to the closest dealership. Customer asked what the closest dealership to his area is so that he can have it towed there this time. Agent provided customer with information to dealer 45625.



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

[REDACTED]

|                       |                             |                                    |                  |                                      |                   |            |
|-----------------------|-----------------------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CGX                   | BH [REDACTED]                      | <b>Open Date</b> | 07/13/2013                           | <b>Built Date</b> | 01/21/2011 |
| <b>Model Year</b>     | 2011                        | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 04/28/2011                  | <b>Mileage</b>                     | 35,000           | <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>         | ERB                         | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |
| <b>Dealer</b>         | 68751                       | JAMES CERANTI MOTORS INC           |                  |                                      |                   |            |
| <b>Dealer Address</b> | 2225 HIGHWAY 82 EAST        |                                    |                  |                                      |                   |            |
| <b>Dealer City</b>    | GREENVILLE                  | <b>Dealer State</b>                | MS               | <b>Dealer Zip</b>                    | 38701             |            |
| <b>Owner</b>          | [REDACTED]                  |                                    |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                  |                                    |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | OCEAN SPRINGS MS [REDACTED] |                                    |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                               |                                                |
|---------------------------------------------------------------|------------------------------------------------|
| Corporate - Product Information - Default - Default - Default | The customer is looking for rental coverage    |
| Product - Unknown - Unknown - Fire - Unknown                  | The customer states the vehicle caught on fire |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                                                |

Briefly summarize why the customer is contacting Chrysler: The customer states his wife bought a 2011 Dodge charger. The customer states his wife is away and there is a recall that is valid for a wiring harness.

The customer states his wife's vehicle started to smoke and caused the alternator was damaged last night. The customer states the vehicle was towed to James Ceranti Motors dealership but was purchased at Bayside. The customer states they have had nothing but problems with the vehicle since they owned it. The customer states the Bayside dealership never provides them with a rental vehicle. The customer states the James Ceranti Motors dealership informed him of the recall and stated if the other dealership said they should have caught it when it was in before. The customer is looking for rental vehicle.

Briefly summarize what the customer is expecting: The customer is seeking a rental vehicle. The writer contacted the dealership and spoke to SA Amanda. SA Amanda states the vehicle came in on Friday night and they looked at it but it was diagnosed today. SA Amanda states the alternator caught on fire and burned up the battery. SA Amanda states this is a warranty related repair. The writer asked SA Amanda about rental coverage for the customer and SA Amanda states the customer has contacted her insurance company who is providing her with rental coverage. The SA Amanada states they will not know how long the repair will take to complete until Monday. The writer contracted the customers husband back to advise him of the information that she got about the vehicle and the rental car. The writer advised him that this is not going to be forwarded off to another department as everything was worked out by his wife and it is a warranty repair. The writer advised the customer that if he has further questions he can contact us back.

Customer called stating he would like to file for lemon law, agent advised that customer will need to follow the blue and white booklet he received, customer stated his wife is 5 1/2 hours away and he does not have access to it, however he is going to get an attorney.



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

[REDACTED]

|                       |                             |                                    |                  |                                      |                   |            |
|-----------------------|-----------------------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CGX                   | BH [REDACTED]                      | <b>Open Date</b> | 07/16/2013                           | <b>Built Date</b> | 01/21/2011 |
| <b>Model Year</b>     | 2011                        | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 04/28/2011                  | <b>Mileage</b>                     | 34,000           | <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>         | ERB                         | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |
| <b>Dealer</b>         | 68751                       | JAMES CERANTI MOTORS INC           |                  |                                      |                   |            |
| <b>Dealer Address</b> | 2225 HIGHWAY 82 EAST        |                                    |                  |                                      |                   |            |
| <b>Dealer City</b>    | GREENVILLE                  | <b>Dealer State</b>                | MS               | <b>Dealer Zip</b>                    | 38701             |            |
| <b>Owner</b>          | [REDACTED]                  |                                    |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                  |                                    |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | OCEAN SPRINGS MS [REDACTED] |                                    |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                           |                                 |
|-----------------------------------------------------------|---------------------------------|
| Corporate - Rental Vehicle - Default - Default - Default  | customer seeking rental vehicle |
| Product - Unknown - Unknown - Fire - Engine Compartment   | fire in engine compartment      |
| Product - Unknown - Unknown - Accident - Default          | vehicle had an electrical fire  |
| Corporate - Property Damage - Default - Default - Default |                                 |

Briefly summarize why the customer is contacting Chrysler: The customer stated that she is seeking assistance as she had an electrical fire which began in the headlights and melted all the wires. The agent called the JAMES CERANTI MOTORS Dealership who advised that the vehicle did not catch on fire. The SA Mandy stated that the alternator shorted out and that the vehicle would need a new alternator and headlight wiring harness. The SA Mandy stated that the vehicle should be repaired by the end of the day. The SA Mandy stated that the customer would not need a rental extension based on the fact that it would be repaired today if everything goes as planned with the repair. The SA Mandy stated that the whole vehicle did not catch fire. The agent advised the customer that the agent had called the JAMES CERANTI MOTORS Dealership and spoke to SA Mandy who stated that they would not be providing the customer with a rental extension at this point as the vehicle should be repaired by the end of the day. The customer stated that this is not acceptable. The customer stated that her Gyko Insurance agent advised her that they would pay the first two days of the rental vehicle but that Chrysler should be assisting her further.

Briefly summarize what the customer is expecting: The customer is seeking a rental vehicle.

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

[REDACTED]  
 OCEAN SPRINGS, MS- [REDACTED],  
 UNITED STATES  
 Preferred: [REDACTED]  
 Alternate: [REDACTED]

2. What happened? The customer stated that she was about 5 hours away in MS and was driving on the highway at night when she began to have smoke coming into the interior of the vehicle. The customer stated that she pulled over immediately and it was discovered that all of the wires had melted under the hood of the vehicle. The customer stated that the vehicle is currently at the JAMES CERANTI MOTORS CDJ Dealership and that

her insurance company placed her in a rental vehicle so that she could travel the 5 hours home with her children. The customer stated that the insurance company have advised her that she would need to contact Chrysler as the vehicle is still under warranty and Chrysler should be putting the customer in a rental vehicle. The customer stated that she contacted the 43163 BAYSIDE CHRY-DODGE Dealership which is where she purchased the vehicle and that she was advised by their SM that she would need to work with the JAMES CERANTI MOTORS CDJ Dealership as this is the current CDJ Dealership that have her vehicle. The customer stated that she does not want this vehicle back as this would be the 9th major repair on this vehicle. The customer stated that all the wires under the hood are melted from the headlight on.

3. What is the current location of the vehicle?

JAMES CERANTI MOTORS  
3064 HIGHWAY 82 E, GREENVILLE, MS, 38703 8220  
Dealer Phone : 662-332-7231

Agent referred to Answer ID 18819

Briefly summarize why the customer is contacting Chrysler: Customer wants the vehicle shipped to her closest dealership because she does not want to go pick it up.

Briefly summarize what the customer is expecting: Customer is expecting us to make the dealership send her vehicle to the closest dealership.

Agent contacted the dealership, dealership will not send her vehicle.

Agent advised she will have to go pick it up at the dealership.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                      |                                    |                  |                                      |                     |               |
|-----------------------|----------------------|------------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG1            | BH [REDACTED]                      | <b>Open Date</b> | 07/17/2013                           | <b>Built Date</b>   | 01/14/2011    |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 03/03/2011           | <b>Mileage</b>                     | 65,000           | <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>         | ERB                  | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |               |
| <b>Dealer</b>         | 60201                | SPRING CHRYSLER JEEP DODGE, INC.   |                  |                                      |                     |               |
| <b>Dealer Address</b> | 21027 I H 45         |                                    |                  |                                      |                     |               |
| <b>Dealer City</b>    | SPRING               | <b>Dealer State</b>                | TX               | <b>Dealer Zip</b>                    | 77388               |               |
| <b>Owner</b>          | [REDACTED]           |                                    |                  |                                      | <b>Contact Type</b> | LETTER        |
| <b>Address</b>        | [REDACTED]           |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | CONROE TX [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |  |
|----------------------------------------------------------------------------|--|
| Corporate - Property Damage - Default - Default - Default                  |  |
| Dealer - By-Pass - Default - Default - Default                             |  |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default |  |
| Product - Unknown - Unknown - Fire - Engine Compartment                    |  |
| Product - Unknown - Unknown - Fire - Unknown                               |  |
| Product - Unknown - Unknown - Insurance / Subrogation - Default            |  |

POSTMARK DATE: 071113; DATE RECEIVED: 071713

\*\*\*\*\*

07.18.13

Progressive

Stacey Stankus [REDACTED]

Claim# [REDACTED] 8

DOL 05.19.13

Damages \$21305.96

Called Stacy - left VMM - need location

VEHICLE LOCATED AT: A RESIDENCE

[REDACTED]  
Willis TX [REDACTED]

CALL STACEY FOR PERMISSION TO INSPECT - AS WELL AS PHONE FOR RESIDENCE

Per OGC Matrix, reassigned to 82T. MG17

8/8/13 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 08-08-2013 10:33

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 08-08-2013 10:33

CCRG Open Date: 08/08/2013 10:20:31

Letter Sent: Acknowledgement 08/09/2013 11:10:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/17/13 AT 10:33:00 23704663

Letter Sent: Denial 08/21/2013

Nick from Progressive calling in to see if documents have been received.

Agent stated DATE RECEIVED: 071713. Nick will wait for response.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):Y

If no, customer s current address:

Customer s current phone number (Daytime) [REDACTED]

Customer s current phone number (Evening) [REDACTED]

Customer s email address:n/a

Any additional information:Nick advised that he never received any response regarding information on the case.

CAIR assigned to 82S for contact request.

Agent advised Nick from Progressive insurance, that he would receive a call back within 2-3 business days.

\*\*\*\*\*

07.31.14

Ins never rec d denial letter - asks for another

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

7/31/14 7/31/14 UPDATED CCRG FILE & CASE MANAGER. PAG

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

[REDACTED]

|                       |                           |                                  |                  |                                      |                     |                         |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG8                 | BH [REDACTED]                    | <b>Open Date</b> | 07/17/2013                           | <b>Built Date</b>   | 02/23/2011              |
| <b>Model Year</b>     | 2011                      | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 08/21/2011                | <b>Mileage</b>                   | 30,420           | <b>Dealer Zone</b>                   | 74                  | DENVER                  |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PDM                       | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 45349                     | COLORADO SPRINGS DODGE           |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 7455 AUSTIN BLUFFS PKWY   |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | COLORADO SPRINGS          |                                  |                  | <b>Dealer State</b>                  | CO                  | <b>Dealer Zip</b> 80923 |
| <b>Owner</b>          | [REDACTED]                |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]                |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | LEAGUE CITY TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Electrical - Unknown - Other - Default

battery saver mode indicator on

Briefly summarize why the customer is contacting Chrysler: Customer calling stating they have been to the DLR 15 times in the last month and a half. Customer states his battery saver mode indicator is on, causing the battery to drain. Customer is concerned about getting stuck on the side of the road. DLR is unable to fix issue. Customer wants issue resolved as he is going to be doing a long drive soon and doesnt want the battery to drain.

Briefly summarize what the customer is expecting: Assistance with his 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/Dealer/IRF)

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

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

Reassigned to 88F

Customer contacted Chrysler regarding update on case. Writer advised customer that a case manager is currently working on the case, and will be in touch with him by 8pm this evening eastern time. Customer stated that he will wait for callback.

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

Vehicle history: 1 new 0 used

OOW: under warranty

Service contract 35926877 EXPIRED UCP115N OWNER CARE CONVENIENCE PACKAGE 12 MONTHS

Status update provided via email to the following email address:

[REDACTED]

My name is Linda I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Your case number is [REDACTED].

Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66097.

My work hours are 9:15-5:45 pm Eastern Monday-Friday.

I will contact you by telephone to review your case with you.



End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 940-761-1011 writer was advised the SM is on vacation this week. Writer spoke with Juanita who stated Cameron is the person handling this case and he is on lunch. SA stated Cameron will be back at 3 a clock. Writer will call back later.

Please disregard line 38

Writer contacted dealership, 940-761-1011 left message for Cameron with contact information.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] customer stated he has been to the dealership about 15 times since he has had the vehicle. Customer stated he has had the sun roof, fuel pump, and door handles replaced. Customer states the battery saver light turns on while customer is driving. Customer states the vehicle completely shut down while customer was driving the vehicle. Customer had to have the vehicle towed. Customer took the vehicle to a dealership in Hawaii and Colorado springs. Customer states the dealerships advised it was not an issue with the alternator. Customer advised if CM could call Cutter Dodge in Hawaii and a dealership in Colorado Springs by Austin Bluff, to verify they did check the Alternator. Customer stated he will never buy another Dodge vehicle due to all of the issues the vehicle has had. Customer stated Cameron at the dealership advised a star case has been created and the alternator needs to be changed. Customer advised Cameron stated the part should arrive tomorrow and customer will have vehicle by noon. Customer is afraid to drive the vehicle since he will be traveling on Saturday. Customer advised if the alternator does not repair the battery saver light, customer will have to take vehicle in to the dealer again and the warranty is getting close to expire. Writer advised a follow up will be made tomorrow with the dealer to verify the vehicle has been replaced and verify a star case has been created and all of the corporate resources have been involved in the repair, so there are no future issues. Writer advised a follow up will be made with the customer tomorrow to verify customer picked up vehicle, and another follow up will be made 7/23/13.

Called dealer 44339 at 940-761-1011 and spoke with Cameron. The customer s vehicle is repaired, the alternator was replaced and the battery saver light did not turn on during the test drive. The customer picked up the vehicle today at 1:00 Texas time and the customer had not called the dealer to complain of any problems. The repairs were covered under warranty.

Called the customer at [REDACTED] to verify that [REDACTED] had picked up the vehicle at the dealer s and that the repair was complete. The customer verified that he had picked up the vehicle but he wasn t going to say that the repair was done as the last two dealers had said the repair was done when it wasn t. The customer wants to drive the car for a least a week before he makes that decision. The vehicle was in Colorado Springs a week ago and the dealer there said the alternator was fine. This week at Paterson Dodge it was completely dead and had to be replaced. Both the customer and his wife had smelled burning plastic and none of the dealers had looked into the casing to see if something was causing the smell or drawing power from the alternator. This vehicle has been in the shop way too many times and has had too many items replaced. The customer paid cash for the car and after it is out of warranty how much more is it going to cost him. The last time he was at the dealership they tried to sell him a new car. The customer doesn t want a new car; he wants this one to work. Writer advised customer that his CM would follow up with him next week, 7/23/13 to see how the car was driving.

Writer contacted customer at [REDACTED]. Lef tmessage requesting customer contact their CM back.

Writer contacted customer at [REDACTED]. Writer left message stating that as repairs have been completed and vehicle returned, case will be left open for 2 more days then case will be closed. Writer left CM s contact information.

Customer called in because this is the 4th time they have had to take the vehicle to the dealership for the battery saver mode indicator being on. Customer had to hang up because there was a fight and had to call 911.

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

[REDACTED] on 2013-08-01 @ 22:16

Briefly summarize why the customer is contacting Chrysler:

Customer states that he has brought his vehicle into the dealership three times to get the door handles fixed, the sunroof fixed. The customer states that the glove compartment box light went out (brought the vehicle into three different dealerships). Customer states that he has brought a battery saver light come on. The first time this happened the vehicle left the customer stranded. This incident occurred in Hawaii. Customer states that the battery saver mode came on a second time. Customer was in transit at the time, and could not find a dealership that could address his concern in a timeframe that suits his traveling schedule. Customer brought the vehicle into a dealership for a third time. Customer brought to a dealer and found that the alternator was dead. Customer states that he is now driving the vehicle back to Colorado Springs and the battery saver mode came on again. Customer states that the battery saver mode has come on four times in the past sixty years. Customer states that he paid cash for this car. Customer states that at the last dealership, a salesman tried to trade him out of the vehicle, which the customer states that he feels is insulting. Customer states that he tried to bring the vehicle to the dealership this evening, but they were closing. Customer states that he is bringing the vehicle into the dealership for an updated diagnosis tomorrow.

Briefly summarize what the customer is expecting:

Customer wants vehicle repaired, wants these repeat unresolved concerns.

NOTE: Customer will be calling in to CAC once the vehicle is into the local dealer for a fresh diagnosis. Customer will be seeking to work with a case manager (88) and rental assistance.

Reassigned to LH801, pending updated diagnosis and further customer contact.

Customer called to speak to someone in the case management department.

Agent asked if there had been a new diagnosis. Customer states the vehicle is at the dealership and has not been diagnosed yet. Agent advised we need a diagnosis before we can escalate the case further.

Customer stated he will be calling Fox news and a lawyer.

CAIR Customer [REDACTED] calling to speak with CM as he had to take vehicle back to Colorado Springs Dodge, 45394 for same issue with battery saver mode. Writer advised CM LL857 who was not available at this time but transferred call to ext 66255.

Received Call from Customer [REDACTED], Customer stated the battery saver mode for his vehicle came on again and his vehicle is at the dealer for the 4th time for this issue, Customer stated he had Skip from the dealership verify the battery saver mode since once the vehicle is turned off and sits overnight it is no longer in battery saver mode, Customer stated that a few days before the vehicle went into battery saver mode, the Tachometer jumped to about 40,000 and then went back down, but the vehicle lost power and would not accelerate, Customer stated he has had multiple repairs on this vehicle and it is now getting close to the 36,000 miles when the warranty expires, Writer advised customer if this problem continues after the warranty Dodge is aware of the concern and we will continue to assist, Customer stated he does not have much confidence in after warranty assistance, Customer stated he had to replace the fuel pump at 20,000 miles, they had to realign the sunroof, replace the glove compartment/box, Customer stated he wants Dodge to stand behind the warranty and put him in a vehicle that is reliable, Writer advised customer we are standing behind the warranty to resolve his concerns, Customer stated he feels this vehicle is a Lemon, Writer advised customer we can send case to another case manager but that is not filing lemon law, Customer stated he will just get a lawyer, customer disconnected call

\*\*\*\*\* 91L Review \*\*\*\*\*

\*\*\*\*\*Case Escalated to I2R\*\*\*\*\*

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Left customer a voicemail advising that this case has been escalated for special handling. I requested a return call, and provided my contact information. Will attempt to contact customer again tomorrow.

Customer called stating he still hasn't heard anything from us. Customer wants to be contacted at [REDACTED]. Agent advised customer of lines 168-170.

Agent contacted impartial services group on behalf of the customer.

Agent and customer were disconnected and agent attempted to call back the customer. To next agent if customer calls back here is the phone and



extension for customers case manager. 1-888-542-7239 ext 2154. Case manager is Cameron.

Customer called and transferred to 1-888-542-7239.

Customer [REDACTED] called back again and he has been waiting to get a call back from the special handling team.

Caller has not heard anything.

Caller said he left a voice mail again for CM ( CY90 )

Agent advised that his concern will be documented.

Caller stated that his phone is ringing and it may be the CM now.

Spoke with customer to complete initial call. Customer s vehicle has been in 4 times in the last two months regarding battery issues. Most recently vehicle is at Colorado Dodge and customer states they ve replaced battery, alternator, sensor. Customer states Colorado Dodge has been working with a Tech Advisor who s made advice on most recent repairs. Customer feels his vehicle qualifies for lemon law and would like a new vehicle. Advised that was not an option that was being made, however, extending customer s warranty would be completely feasible. Advised that I wanted to be sure the dealership was working with Tech Advisor to repair vehicle before it was totally issued back to the customer.

**\*\*contact dealership to go over most recent repair order. Verify they had been corresponding with Tech Advisor on repairs. If not request they contact him before vehicle is re-issued (8/7)\*\***

**\*\*\*The I2R Customer Resolution Team is now responsible for the CAIR. If the customer should call, please advise them to contact their I2R Coordinator Cameron Young at 1-888-542-7239, extension 2154. Thank you in advance\*\*\***

Spoke with S. Advisor Andy at Colorado Springs Dodge and updated RO history. Andy confirmed that they had been consulting with a tech advisor on most recent repairs. Andy also gave me the information on the most recent RO.

Spoke with customer and advised him to pick vehicle up. Also advised customer test drive vehicle over weekend to ensure repairs.

**\*\*follow up with customer 8/12 to confirm repairs successful and offer Extended Service Contract\*\***

Left message for customer inquiring how vehicle is running and to discuss extended service contract.

**\*\*pending response, contact customer again 8/15 to discuss service contract\*\***

Spoke with customer who was still having intermittent problems with battery saver mode in his vehicle, but knowing that his Max Care SC will most likely cover that, he is not as concerned. Advised customer to call me if he had the same problem again and I would continue to assist him, even if he found himself past 36,000mi and the SC somehow didn t cover it. Customer was very appreciative.

As approved, offering customer Max Care Service Contract (WMD685N) as it was a very satisfactory resolution for cusotmer.

Service Contract has been applied (35926877)

>>> A new CAIR and I2R Case [REDACTED] have been opened to further assist customer.

---



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                   |                                  |                  |                                      |                   |            |
|-----------------------|-------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG8         | BH [REDACTED]                    | <b>Open Date</b> | 07/23/2013                           | <b>Built Date</b> | 04/19/2011 |
| <b>Model Year</b>     | 2011              | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 04/20/2011        | <b>Mileage</b>                   | 38,101           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>          | H                 | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PDM               | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>         | ERB               | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ               | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 45006             | ALL STAR DODGE                   |                  |                                      |                   |            |
| <b>Dealer Address</b> | 4600 CANYON DRIVE |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | AMARILLO          | <b>Dealer State</b>              | TX               | <b>Dealer Zip</b>                    | 79109             |            |
| <b>Owner</b>          | [REDACTED]        | <b>Contact Type</b>              | TELEPHONE        |                                      |                   |            |
| <b>Address</b>        | [REDACTED]        | <b>Home Phone</b>                | [REDACTED]       |                                      |                   |            |
|                       | AMARILLO TX       | <b>Country</b>                   | UNITED STATES    |                                      |                   |            |

|                                                                           |                                                         |
|---------------------------------------------------------------------------|---------------------------------------------------------|
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | dealership refused to call original dealer for followup |
| Corporate - E-Reimbursement - Default - Default - Default                 |                                                         |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default     |                                                         |
| Product - Electrical - Battery - Other - Default                          |                                                         |

Customer called stating that at the 36,000 mark he was having issues with the media system intermittently not working, and the air bag light coming on. Customer claims that he took it to his dealer (All Star Dodge) for repair and was told that it was repaired (April). Customer states that last week he was having issues with the radio again and then the vehicle would not start. Customer was travelling so had to leave the vehicle at the dealership Texas Dodge. Customer was told that the alternator grounded out and caused the battery to die. Customer was told that the repair would cost \$929.17, so customer eventually had to pay that for the repair. Customer states that he is upset that he thought he had the repairs done and then 3 months later the same things happened. Customer contacted All Star Dodge and was speaking to SM Dee, who told him that he wished that customer would have called him before paying for the repair. Customer claims that he did call and could not reach anyone and asked the dealer Texas Dodge to call All Star Dodge and they refused. Customer is seeking reimbursement for the repair. Customer states that he thinks that it more than just a coincidence that the same symptoms occurred after the first repair.

Agent advised customer of open recall:  
 N07 SEAT WIRING HARNESS CONNECTORS SAFETY 04/17/2013 INCOMPLETE  
 Customer commented that All Star Dodge was supposed to have completed this repair in April.

Vehicle history shows customer as third owner.  
 Customer has owned 3 Chrysler vehicles.  
 Vehicle mileage is 38,196 miles.

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? (Owner/Dealer/IRF)



Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? Texas  
Dodge DC 43906  
Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*

Status update provided via email to the following email address:

My name is Edgar and I have been assigned as your case manager. Here is some information that will be useful for you to have:

Your case number:

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66074

My work hours: 8:30am - 5:00pm ET

I will be contacting you tomorrow to speak about the case that you have opened.

End of Status Update

CONTACT UPDATE - 1st Contact attempt made by email.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66074.

CUSTOMER CONTACT - MR when over lines 1-18 and states the issue was addressed before the warranty expired and the dealership at TEXAS DODGE would not contact ALL STAR DODGE. Writer advised will contact dealerships.

DEALER CONTACT - TEXAS DODGE phone #800-644-1486. Writer was advised the SM is on vacation. Tim in service states the customer's concern was the engine died while driving and there was no electrical power. Tim states the battery was replaced.

Agent attempted to contact dealer Service Manager (SM) at ALL STAR DODGE, however,

SM not available.

Advised customer that the case is still being investigated and the case manager has not spoken to the sm as of yet but will follow up with customer on 8-1.

DEALER CONTACT - TEXAS DODGE phone #800-644-1486. SM Allen states the battery and the alternator were replaced with a total amount of \$929.17.

SM states failure due to possible defect on the alternator.

Agent attempted to contact dealer Service Manager (SM) at ALL STAR DODGE, however,

SM not available.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66074.

SM Dee from ALL STAR DODGE called back. SM states there was three concerns when the vehicle was last brought in, an airbag light repaired with assistance from STAR, a starting issue that could not be duplicated and the media system that show it was not addressed per the r/o. SM states if the vehicle would have been brought back to ALL STAR DODGE assistance would have been provided under the 2/24 warranty bulletin.  
CUSTOMER CONTACT - Writer advised to submit documents. Email address confirmed. Customer states will not accept anything less than the full reimbursement because it was addressed before the warranty expired and now the radio stations are changing automatically.

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

on 2013-07-31 @ 16:27

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

Writer approves goodwill reimbursement in the amount of \$879.17.

Customer Document Reviewed.

CUSTOMER CONTACT - Left message.

calling to speak with case manager EM776. Writer was going to transfer customer to ext 66074 when the customer phone disconnected.

Secondary number: declined

Email: already on file

MR called back. Writer advised DODGE will participate in the reimbursement in the amount of \$879.17. Customer accepted offer. Customer would like it documented the radio is changing stations automatically and is considering going back to TEXAS DODGE but not sure when. Writer advised if there is any problem to contact Dodge back. Address confirmed. Writer advised the case will be closed once the check is submitted. Customer thanked writer.

\*\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement on repairs

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

n/a

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

n/a

Enter the Mileage at the time of the repair.

38101

Enter the Date when the repairs were completed.

7/17/13

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

n/a

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

n/a

What is the total Tax to be reimbursed?

n/a

What is the total amount being reimbursed?

\$879.17

\*\*\*\*End structured narrative T2 - eReimbursement

Approved.

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Lafe I am sending this on behalf of your CM, Edgar.

Here is some information that you might find helpful.

Your case number is [REDACTED].

Shelby works from 6:30am until 3:00pm Mountain Standard Time and am available Monday through Friday.

Phone number to contact me is 1-800-763-8422 extension 66074.

Thank you.

End of Status Update

Please provide the breakdown between parts and labor.

Parts = \$634.80.

Labor = \$239.00.

Tax = \$52.37.

Total = \$929.17.

Co-pay = \$50.00.

Total being reimbursed = \$879.17.

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Lafe I am sending this on behalf of your CM, Edgar.

Here is some information that you might find helpful.

Your case number is [REDACTED].

My, Lafe works from 6:30am until 3:00pm Mountain Standard Time and am available Monday through Friday.

Edgar works from 6:30am until 3:00pm Mountain Standard Time and is available Monday through Friday.

Phone number to contact me is 1-800-763-8422 extension 66074.

Thank you.

End of Status Update

Check has been approved.

---

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                             |                                  |                  |                                      |                     |               |
|-----------------------|-----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG9                   | BH [REDACTED]                    | <b>Open Date</b> | 07/24/2013                           | <b>Built Date</b>   | 04/07/2011    |
| <b>Model Year</b>     | 2011                        | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 04/12/2011                  | <b>Mileage</b>                   | 36,936           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES   |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PBV                         | BLACKBERRY PEARL COAT            |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                         | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 49903                       | M FRANICH CPD/AVIS               |                  |                                      |                     |               |
| <b>Dealer Address</b> | PO BOX 651                  |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | PARSIPPANY                  | <b>Dealer State</b>              | NJ               | <b>Dealer Zip</b>                    | 07054               |               |
| <b>Owner</b>          | [REDACTED]                  |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                  |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | WARNER ROBINS GA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                    |
|----------------------------------------------------------------------------|----------------------------------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | Customer seeking assistance with alternator repair |
| Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall | Notification of open recall                        |
| Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall              | Notification of open recall                        |
| Product - Drivability - Unknown - No Start - Default                       | battery changed                                    |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default     | no diagnosis                                       |

Customer called stating that the battery saver mode light came on and just died. Customer states that he has changed the battery, and the vehicle runs, but the light is still on. Agent consulted owners manual and could find no information on this, so called a dealer service department. SA Jesus advised agent that the vehicle probably should be looked at to determine if there is a problem or if it needs to be reset. Agent relayed this information to customer.

Agent advised customer of open recalls:  
L28 FRONT EXTERIOR DOOR HANDLES WARRANTY 03/26/2012 INCOMPLETE  
M10 ABS/ESC WIRING SAFETY 05/09/2012 INCOMPLETE

Customer took vehicle to dealership for diagnosis and they advised the alternator needs replaced.

Agent attempted to contact dealership who advised they do not have record of this diagnosis.

Customer advised that they will go up to dealership with CAIR number and customer care number.

Agent advised that verification of diagnosis is needed.

Agent will consult with TL for possible override.

Agent closing file as dealership has advised that they have no record of diagnosis for this vehicle.

Briefly summarize why the customer is contacting Chrysler: [REDACTED] called back and stated that the dealership informed him that the alternator needs replaced. Customer stated the dealership charged him for a diagnosis even though he already knew what was wrong with the vehicle as it had been diagnosed by an IRF earlier. Mr [REDACTED] stated he does not feel the alternator should have gone out on a two year old vehicle and because it has, he is facing a \$1000.00 repair bill. Agent checked customer file, and customer is outside of warranty and is showing as the third owner of the vehicle. For these reasons Chrysler will not be assisting with the repair. Agent advised customer of this information.

Agent apologized and customer understood. Customer asked if there was anyone else he could speak to. Agent advised that everyone has the same information. Customer understood.

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

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

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.  
\*\*\*\*\*

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CGX  | BH [REDACTED]                    | <b>Open Date</b> | 07/26/2013                           | <b>Built Date</b> | 05/16/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 05/18/2011 | <b>Mileage</b>                   | 70,000           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC 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>   |               |
|                | FAIRFIELD CA [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

Alternator has to be replaced.

Briefly summarize why the customer is contacting Chrysler: Customer said she is having a problem with the dealership. She has had all of her recalls performed. The battery went dead and now her alternator needs to be replaced.

Briefly summarize what the customer is expecting: Customer is upset because when they replaced her battery there said they were sure that was the problem. Now they say it is the alternator and she has to pay over \$600 to get that replaced.

Agent contacted the dealership. Agent advised that if the alternator is the problem than that does need to be replaced. Agent advised that with 70,000 miles on a vehicle things occasionally need to be fixed and replaced even though it is only a 2011 vehicle.



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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG9  | BH [REDACTED]                      | <b>Open Date</b> | 07/31/2013                           | <b>Built Date</b> | 01/27/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 08/27/2011 | <b>Mileage</b>                     | 34,000           | <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>        | ERB        | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |

|                       |             |                          |    |                   |       |  |
|-----------------------|-------------|--------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 26010       | RON CARTER CHRYSLER-JEEP |    |                   |       |  |
| <b>Dealer Address</b> | 3005 FM 528 |                          |    |                   |       |  |
| <b>Dealer City</b>    | ALVIN       | <b>Dealer State</b>      | TX | <b>Dealer Zip</b> | 77511 |  |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   |               |
|                | PEARLAND TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                     |
|-----------------------------------------------------------------------|---------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | battery saver mode  |
| Product - Steering - Unknown - Other - Default                        | grinding noise      |
| Corporate - Rental Vehicle - Default - Default - Default              | requesting a rental |

Briefly summarize why the customer is contacting Chrysler: Customer is inquiring about rental for the vehicle. Customer has dropped the vehicle off at the dealership. Dealership advises that it may be two to three days before diagnosis on the vehicle.

Briefly summarize what the customer is expecting: Customer seeks rental. Agent advised customer that vehicle must be diagnosed before rental would be considered.

Agent provided customer with CAIR number for future reference once vehicle is diagnosed.

Customer called back in stating dealership called his wife wanting to know why they called Chrysler and that they are backed up and customer can take vehicle to another dealership if they need done sooner. Agent called dealership and spoke to SA Joey who stated he called to let them know he can't get vehicle in right away and that if they want to take to another dealership they can. SA Joey stated he may get to vehicle today but could be tomorrow as they are 1-2 weeks behind and they cannot provide customer a rental. Agent advised customer and stated when vehicle is diagnosed to call us back to look into possible rental.

Customer seeking rental vehicle. Customer states that vehicle is at the dealership today and has had a diagnostic completed.

OUTBOUND CALL TO DEALERSHIP: S/M not available. Writer requested to speak with S/A Joey to verify if diagnostic was completed and if vehicle is undrivable. Writer received voice mail message.

Writer informed customer that S/M not available at this time. Customer states that vehicle is drivable but if he takes the vehicle he will lose his spot in line for repairs. Writer advised that the vehicle needs to be undrivable for rental consideration.

Customer called back stating that he would like to get a rental as his vehicle has been in the shop and has not been finished yet. Customer stated he requested once before however they were unable to reach SM or SA.

Agent contacted RON CARTER CHRYSLER JEEP DODGE 26010 and spoke with SA Joey at 281-331-8111.

SA stated that the diagnostic is not complete however it looks like it

will simply be a reprogramming of the vehicle. SA stated that they figure the vehicle will be diagnosed and repaired by Friday possibly. SA stated that they do not have a rental to provide the customer with otherwise they would.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to 86R

\*\*\*\*\* As per A/C # 23513, please follow process and advise the customer that the vehicle needs to be diagnosed before rental can be considered.

As per A/C # 18961, please read lines 25-27. Reassign to AG1312 \*\*\*\*\*

Agent contacted the customer at [REDACTED]

Agent advised the customer that Since the vehicle is still driveable we will not be able to assist with Rental.

Customer stated ok stating that he will get in touch with the dealership as they may have the vehicle completed today.

---

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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                      | <b>Open Date</b> | 08/08/2013                           | <b>Built Date</b> | 01/31/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/05/2011 | <b>Mileage</b>                     | 40,000           | <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>        | ERB        | 3.6L V6 24V VVT 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]    |
|                | CORPUS CHRISTI TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                   |
|----------------------------------------------------------------------------|-------------------|
| Corporate - CNA Change - Default - Default - Default                       | COIN updated      |
| Product - Unknown - Unknown - Stalling - Default                           | vehicle shut down |
| Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall |                   |
| Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall              |                   |

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

Car is COMPLETELY dead.

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

While I was running errands, the radio shut off and there was a message saying 'battery save mode' then a minute later, the car went completely dead. I've read on MANY forums that this has happened to many people and in those forums, people also brought up the other problem I was having when it was running, the ABS light, traction control light, and the brake light were all on. I love Dodge vehicles so this is a slight disappointment that leaves me carless for the meantime.

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

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

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

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

L28 FRONT EXTERIOR DOOR HANDLES

M10 ABS/ESC WIRING

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.

Sincerely,  
SamanthaCustomer Service Representative  
Dodge Customer Assistance Center

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

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6  | BH [REDACTED]                    | <b>Open Date</b> | 08/03/2013                           | <b>Built Date</b> | 02/26/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/09/2011 | <b>Mileage</b>                   | 55,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PSC        | BILLET METALLIC CLEAR COAT       |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                 |                                    |                |                     |            |  |
|-----------------------|-----------------|------------------------------------|----------------|---------------------|------------|--|
| <b>Dealer</b>         | 44443           | LANDMARK CHRYSLER DODGE JEEP OF MO | NROE, LLC      |                     |            |  |
| <b>Dealer Address</b> | 316 MAYFIELD DR |                                    |                |                     |            |  |
| <b>Dealer City</b>    | MONROE          | <b>Dealer State</b>                | GA             | <b>Dealer Zip</b>   | 30655      |  |
| <b>Owner</b>          | [REDACTED]      |                                    |                | <b>Contact Type</b> | TELEPHONE  |  |
| <b>Address</b>        | [REDACTED]      |                                    |                | <b>Home Phone</b>   | [REDACTED] |  |
|                       | WINDER GA       | [REDACTED]                         | <b>Country</b> | UNITED STATES       |            |  |

|                                                                            |                                                            |
|----------------------------------------------------------------------------|------------------------------------------------------------|
| Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall | Advised customer of incomplete recall                      |
| Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall              | Advised customer of incomplete recall                      |
| Product - Electrical - Battery - Other - Default                           | Customer states she needs battery for diagnosis            |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default      | Customer states that she can't afford alternator & battery |
| Corporate - Warranty Coverage - Default - Default - Default                | Customer wanted to know if warranty covered repair         |
| Corporate - CNA Change - Default - Default - Default                       | New address information                                    |

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle stopped working yesterday.  
 Customer states that she had it towed to ATHENS DODGE CHRYSLER JEEP Dealer Phone : 706-549-7555 and doesn't understand why she has to purchase a battery to have a diagnosis made.  
 Briefly summarize what the customer is expecting: Customer believes that this should be covered under warranty because she purchased the vehicle last year.  
 Agent called ATHENS DODGE CHRYSLER JEEP Dealer Phone : 706-549-7555 and spoke with Bill in service who advised that they believe customer needs a new alternator and a new battery.  
 Bill states that the battery is so low that they are unable to get a reference point on the diagnostic machine.  
 Customer advised agent that the dealership advised her that this would be \$900 - \$1000. for repair.  
 Customer states that she will have vehicle towed home to replace alternator and battery herself.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG3  | BH [REDACTED]                    | <b>Open Date</b> | 08/05/2013                           | <b>Built Date</b> | 01/18/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/28/2011 | <b>Mileage</b>                   | 56,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE 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]    |
|                | TAZEWELL TN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                         |                                                |
|-------------------------------------------------------------------------|------------------------------------------------|
| Corporate - CNA Change - Default - Default - Default                    | Added primary phone number                     |
| Recall - M10: ABS/ESC WIRING - Reoccurrence or Related Problem          | Customer having the same issue as recall       |
| Product - Electrical - Electronic Stability Program - Unknown - Default | Customers ABs light and ESC light are flashing |

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having an issue with his vehicle. Customer states that his check engine light and ABS light are flashing in his vehicle. Customer states that he believes his vehicle needs a new battery or an alternator. Customer states that he was reading on the internet about a recall that was out for the ABS light. Agent reviewed customers recalls. Agent seen that customer did have the ABS recall on his vehicle. Agent advised customer that he does have the recall on the vehicle however it has been completed. Agent advised customer that the dealership is under no obligation to complete the recall again. Agent advised customer that he can go to the dealership to have his vehicle diagnosed to find out what exactly is wrong with the vehicle. Agent offered to contact a dealership on behalf of the customer. Customer declined and stated they will contact a dealership when they can.

Briefly summarize what the customer is expecting: Customer seeking recall information.

Briefly summarize what the customer is contacting Chrysler. Customer called stating his vehicle is in battery mode. Customer states that the technician at the dealership told him the recall on the ABS was done incorrectly and he states that is what is wrong with the vehicle. Before agent could get anymore information the customer states he will call us back and the call ended.



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

[REDACTED]

|                       |                       |                                   |                  |                                      |                   |            |
|-----------------------|-----------------------|-----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG0             | BH [REDACTED]                     | <b>Open Date</b> | 08/06/2013                           | <b>Built Date</b> | 06/20/2011 |
| <b>Model Year</b>     | 2011                  | <b>Body</b>                       | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 09/05/2011            | <b>Mileage</b>                    | 69,000           | <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>         | ERB                   | 3.6L V6 24V VVT ENGINE            |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                   |            |
| <b>Dealer</b>         | 45056                 | HELFMAN DODGE INC                 |                  |                                      |                   |            |
| <b>Dealer Address</b> | 7720 KATY FREEWAY     |                                   |                  |                                      |                   |            |
| <b>Dealer City</b>    | HOUSTON               | <b>Dealer State</b>               | TX               | <b>Dealer Zip</b>                    | 77024             |            |
| <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     |            |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

alternator needs to be replaced

Customer called stating that last night her vehicle just shut down while she was driving. Customer states that the A/C blows out hot air, the traction control light, ABS light and the emergency brake light and the battery light. Customer states that the Battery Saver Mode light came on as well. Customer states that when she can restart the car the vehicle revs very high and then shuts down again.

Agent advised customer of open recall:

N07 SEAT WIRING HARNESS CONNECTORS SAFETY 04/17/2013 INCOMPLETE

Customer states that she did not take it to a dealer as they wanted \$120 for a diagnosis. Customer took it to a mechanic and she was told that it was the alternator.

Customer wants to know if the alternator is covered under warranty. Agent found basic warranty expired and advised caller that the alternator is covered under basic warranty.

Agent advised customer to call her dealership for pricing.

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

[REDACTED]

|                       |                         |                                  |                  |                                      |                     |               |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG1               | BH [REDACTED]                    | <b>Open Date</b> | 08/10/2013                           | <b>Built Date</b>   | 02/15/2011    |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 04/23/2011              | <b>Mileage</b>                   | 21,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS        |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PRY                     | REDLINE 3 COAT PEARL             |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 60347                   | DOW CHRYSLER DODGE JEEP, INC.    |                  |                                      |                     |               |
| <b>Dealer Address</b> | 2244 HWY. 271 NORTH     |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | PITTSBURG               | <b>Dealer State</b>              | TX               | <b>Dealer Zip</b>                    | 75686               |               |
| <b>Owner</b>          | [REDACTED]              |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]              |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | PITTSBURG TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                    |                                            |
|--------------------------------------------------------------------|--------------------------------------------|
| Product - Air Conditioning / Heater - Unknown - Other - Default    | A/C stopped working.                       |
| Product - Electrical - Battery - Other - Default                   | Battery light came on.                     |
| Product - Brakes - Unknown - Other - Front                         | Brakes would not work., ABS light came on. |
| Corporate - CNA Change - Default - Default - Default               | COIN updated.                              |
| Corporate - Rental Vehicle - Default - Default - Default           | Customer seeking rental vehicle.           |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | Radio will not work.                       |
| Product - Steering - Steering Wheel / Column - Other - Default     | Steering wheel locked up.                  |
| Product - Drivability - Unknown - Other - Default                  | Vehicle shut down while driving 70mph.     |
| Product - Electrical - Power Windows - Other - Unknown             | Windows will not roll down.                |
| Product - Electrical - Wipers / Washers - Other - Unknown          | Windshield wipers came on, on their own.   |

Status update provided via email to the following email address:

[REDACTED]

Hello [REDACTED]

Here is your case number;

[REDACTED]

Please contact us with an update or for any further questions or concerns once the vehicle has been diagnosed.

Thank You.

End of Status Update

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking assistance with repeat electrical issues.

Customer states while driving at 70mph the vehicle shut down by itself.

Customer states the radio shut off, A/C stopped working, windows will not go down, ABS light came on, battery light came on, and the windshield wipers came on by itself. Customer states that they have had ongoing electrical issues and the dealership (60347) was not helping them.

Customer advised they are in Longview TX and need to have the vehicle towed into the dealership for repairs.

Briefly summarize what the customer is expecting: Customer is expecting rental assistance and to have the vehicle towed into a Chrysler dealership and repaired.

Agent verified and updated COIN with new address/phone number. Agent verified local dealership to customer in Longview TX; Peters Chrysler

Jeep Dodge 4181 N US Highway 259 Longview, TX 75605 (903) 757-3720. Agent advised customer to have the vehicle towed to Peters Chrysler Jeep Dodge and diagnosed. Agent advised customer once the vehicle has been diagnosed

customer may callback to request any additional needed assistance or to be considered for possible rental assistance. Customer understood. Agent transferred customer to Chrysler Roadside Assistance to set up towing assistance; 1-800-521-2779.

Reassigned to NC603 for survey bypass.

Customer contacting regarding a rental vehicle.

Writer contacted 67688 and was advised that the service department is closed.

Writer advised the customer that they may have to purchase the rental vehicle and then look into reimbursement.

Customer stated they will contact back regarding the rental vehicle on Monday.

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

Survey By Pass - No Diagnosis

Customer called back stating she had the vehicle diagnosed and was talking to a Service Advisor about getting a possible rental vehicle while the vehicle was being worked. Customer states that Service Advisor stated that they would not be able to provide a rental on the fact that she did not purchase the vehicle from DLR 67688. Customer states that SA advised Customer to call CAC to call DLR back. Agent had called DLR and spoke with SA Ronnie who was not working on the vehicle but stated the vehicle was not drivable and would be down for an overnight repair and believes Customer should have rental but would need to review Customer's documents and would call Customer back in 10 minutes with rental decision. Agent advised SA Ronnie to call CAC back with CAIR number if they were not going to provide Customer with rental vehicle. SA Ronnie states he understood. Agent relayed information to Customer and stated she would either receive a call back from DLR or from DLR and CAC.

Customer states she was wondering how to go about filing for lemon. Agent advised Customer she may want to wait for vehicle repair to see if the issues could be resolved because she may not be able to be considered for a rental at all if she files for lemon law. Customer states she understood and thanked Agent.

Caller called stating that he started having electrical problems with the vehicle about a year after he bought it. Customer states that the vehicle has been in the shop at Dow Dodge about 5 times for electrical issues. Customer states that when the vehicle turns left there is a popping noise coming from the front which he told Dow Dodge. Customer alleges that the other day while he was driving out of town on the highway, the dash lights came on and the touch screen went black, the A/C went off and the heat and wipers came on. Customer states that his young children were in the car at the time and he does not feel safe in the vehicle anymore. Customer states that he took it to the closest dealership, Peter's Dodge DC 67688. Customer states that he would like to see the vehicle exchanged. Agent advised customer that the dealership should have the opportunity to repair the vehicle. Customer states that he was told that the alternator failed causing the battery to fail.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG7  | BH [REDACTED]                    | <b>Open Date</b> | 08/16/2013                           | <b>Built Date</b> | 03/02/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/28/2011 | <b>Mileage</b>                   | 51,242           | <b>Dealer Zone</b>                   | 32                | NEW YORK   |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          |                  | <b>Market</b>                        | U                 | US         |
| <b>Color</b>         | PVG        | TOXIC ORANGE PEARL 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]    |
|                | SCHENECTADY NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                        |                                     |
|------------------------------------------------------------------------|-------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | Alternator needs to be replaced     |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Customer asking for cost assistance |
| Corporate - E-Reimbursement - Default - Default - Default              |                                     |
| Corporate - Reimbursement - Default - Default - Default                |                                     |

Briefly summarize why the customer is contacting Chrysler: Customer stated that he has brought his vehicle to the dealership because the battery light came on. Customer stated that the dealership did a diagnosis and found that the vehicle needs a new alternator. Customer stated that the dealership is going to have to put a refurbished alternator because new ones are not available. Customer stated that he is out of basic warranty because of miles but he has only had the vehicle for two years. Customer stated that he feels like he could use some help paying for the alternator because the repair will cost over \$600.00. Customer stated that he only wants help with a partial payment.

Briefly summarize what the customer is expecting: Agent called dealership #60568 at 518-579-3300 spoke with SA Kim. Kim stated that the dealership is currently at the dealership and will be there over night because they have ordered a refurbished alternator from Boston. Kim stated that the part will arrive tomorrow morning and will be put into the vehicle that afternoon. Kim stated that the Customer is a rental car that he is paying for out of his own pocket. Kim stated that the bill for the part, labor and diagnosis is 715.10. Agent mentions d-12-27. Kim did not comment on d-17-27, but Kim stated that he wants to help the Customer because he is a loyal customer. Agent advised Customer that his case will be escalated and he will receive a call in one to two business days.

Who has possession of the vehicle? Dealership  
 Has an authorized dealer diagnosed the vehicle? yes  
 If a CDJR dealer has diagnosed, what is the dealer name and code? LIA CHRYSLER JEEP DODGE RAM 60568  
 Customer advised a call back will take place within one business day.  
 Preferred Morning/Midday call back number is: [REDACTED]  
 Preferred Afternoon/Evening call back number is: [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Reassigned to: 88F

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*  
 OOW by mileage 3/36  
 Customer owned 2 vehicles, 2new, 0 used and 1 current, original owner  
 There is 1 additional vehicle in household  
 No Service Contract  
 Status update provided via email to the following email address:  
 [REDACTED]

Hello My name is Jessica am contacting you on behalf of your Case Manager Claudia who has been assigned as your case manager.



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

CAIR #: [REDACTED]

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

Her extension is 66051

Her work hours are Tuesday 7:00am-5:00pm, Wednesday 7:00am-6:00pm, and Thursday- Fridays 7:00am-5:30pm MST.

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

Thank you

End of Status Update

Writer contacted dealer#60568 dialed 518-579-3300. Service Closed for the day.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Lines 37-50.

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

Writer called dealership, phone number dialed 518-579-3300. Writer left message for Service Manager Danny Wheeler, Writer left message for a return call at extension 66051.

Writer called customer, phone number dialed 518-280-9850. writer was not able to leave a message.

Writer received message from Service Manager Dan Wheeler asking writer for a call back at 518-579-3300.

Writer called dealership, phone number dialed 518-579-3300. Writer talked to Service Manager Dan. Dan stated that the diagnosis was battery light coming on and the information screen stating battery low and scratchy sound, Dan stated that the Point of failure for both concerns was the Alternator seized. Writer verified mileage. Dan stated that at the time of the repair were 51242. Writer asked about why dealership did not provided goodwill assistance, Dan sated that he did not know that customer was calling for assistance and he was out by mileage.

Dan also stated that customer has been at the dealership twice for two oil changes and inspection and he also stated that alternator was premature to fail. Dan also stated that customer paid for the repairs and parts \$774.90.

Writer called customer, phone number [REDACTED]. Writer was not able to leave message for customer.

Writer will take in consideration for goodwill assistance; customer needs to send receipts and proof of payment for repair.

Writer called customer, phone number [REDACTED]. Writer left message.

Writer called customer, phone number [REDACTED]. Writer left message.

Writer received call from Mr. [REDACTED] asking for a call back at [REDACTED].

Writer called customer, phone number dialed [REDACTED]. Writer advised about line 69-70. [REDACTED] stated that he talked to the service manager about the assistance and that is how he was provided with Chrysler s number. Writer advised that writer will send a link and explained that link is good only for 7 days and can only be click on once. Writer advised that writer will follow up once writer received paper work and review it.

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

[REDACTED] on 2013-08-27 @ 11:21

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

Writer called customer, phone number dialed [REDACTED] Writer advised customer that writer had received his documentation and will review it.

Writer advised a call back no later then 09/06.

Writer called customer, phone number dialed [REDACTED]. Writer called customer, writer advised that Chrysler will be able to participate with the participation of customer on \$300.00 co-pay. [REDACTED] agreed, writer advised that a check of \$474.90 will issue and could take from 7 to 10 business day.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for alternator replacement.

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

N/A

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

Enter the Mileage at the time of the repair.

51,242

Enter the Date when the repairs were completed.



08/16/2013

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

N/A

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

N/A

What is the total Tax to be reimbursed?

N/A

What is the total amount being reimbursed?

474.90

\*\*\*\*End structured narrative T2 - eReimbursement

As a one time goodwill adjustment, CAC is authorizing reimbursement for repair of alternator. The customer is responsible for a co-pay of \$300.00 and check will be issued today 09/03 for the amount of \$474.90. Writer also advised customer 7-10 business days and verified customer's address. Check has been approved.

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

Customer Document Reviewed.

---

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

[REDACTED]

|                       |                        |                                  |                  |                                      |                     |                         |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG1              | BH [REDACTED]                    | <b>Open Date</b> | 08/16/2013                           | <b>Built Date</b>   | 02/09/2011              |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 02/12/2011             | <b>Mileage</b>                   | 35,000           | <b>Dealer Zone</b>                   | 42                  | DETROIT                 |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                    | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49983                  | MAROONE DODGE % CARTEMPS         |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD   |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PEMBROKE PINES         |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33024 |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | GLENDALE NY [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                   |                                              |
|-------------------------------------------------------------------|----------------------------------------------|
| Product - Electrical - Lamps and Switches - Other - Default       | Headlights operate independent of user input |
| Product - Electrical - Radio/Spkr/Clock/Antenna - Other - Default | Radio static outside of normal radio static  |
| Referral - Other - Default - Default - Default                    | Referred to dealer                           |
| Product - Electrical - Power Windows - Other - Unknown            | Windows operate independent of user input    |

Briefly summarize why the customer is contacting Chrysler:

The customer contacted Chrysler seeking assistance. The customer states that they are experiencing electrical issues. The customer states that they previously had alternator issues where the alternator was not charging the battery. The customer states that now the highbeams will activate without touching them, the power windows will operate by themselves, there is static when using the radio, and a myriad of other issues.

Briefly summarize what the customer is expecting:

The customer is seeking guidance

The Agent advised the customer that they should visit a dealership ASAP, as the warranty on the vehicle will soon expire due to mileage. Agent advised the customer that if the dealership fixes the issues and there is a reoccurrence to give Chrysler CAC a call and have the issue escalated for unresolved concerns. The customer understood.

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

[REDACTED]

|                       |                           |                                   |                  |                                      |                     |                         |
|-----------------------|---------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG9                 | CH [REDACTED]                     | <b>Open Date</b> | 08/20/2013                           | <b>Built Date</b>   | 11/23/2011              |
| <b>Model Year</b>     | 2012                      | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 02/21/2012                | <b>Mileage</b>                    | 20,000           | <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>         | ERB                       | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |                         |
| <b>Dealer</b>         | 43378                     | SALSBURY'S DODGE CITY LLC         |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 9550 AIRLINE HIGHWAY      |                                   |                  |                                      |                     |                         |
| <b>Dealer City</b>    | BATON ROUGE               |                                   |                  | <b>Dealer State</b>                  | LA                  | <b>Dealer Zip</b> 70815 |
| <b>Owner</b>          | [REDACTED]                |                                   |                  |                                      | <b>Contact Type</b> | LETTER                  |
| <b>Address</b>        | [REDACTED]                |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | BATON ROUGE LA [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                               |                           |
|---------------------------------------------------------------|---------------------------|
| Corporate - Product Information - Default - Default - Default | request for reimbursement |
| Corporate - CNA Change - Default - Default - Default          | updated phone numbers     |

Briefly summarize why the customer is contacting Chrysler: Customer stated that over a month ago customer had put in claims for reimbursement for roadside and parts, but she was reimbursed only the roadside charges and not the battery. Writer asked for details. Customer stated that about a month ago, while driving her car died down and somebody on the side of the road stopped and told her that she needed a new battery which she purchased and the car still did not start. Customer stated that she had the car towed in to the dealership and was informed that the alternator was dead and caused the battery to die. Customer stated that the alternator was covered under the warranty but the battery that she purchased was not reimbursed. Writer called the dealership (43378) and spoke with SA Tim. Tim stated that the alternator did cause the battery to die and after through the normal test and recharging the battery for an hour it worked. Tim stated that the original battery would have to go through the same testing to find out if recharging it would have worked or not. Writer advised the customer to send the original receipt and proof of payment to consider her request though no guarantees can be made at this point. Customer agreed to be sent a link to attach the documents

Briefly summarize what the customer is expecting: Customer expecting Chrysler to reimburse the battery charges.

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

[REDACTED] on 2013-08-20 @ 13:26

\*\*\*Closing CAIR due to no Response \*\*\*\*

POSTMARK DATE: 082013; DATE RECEIVED: 082313

LETTER REVIEWED

Customer seeking reimbursement for rental and battery from an IRF  
 CUSTOMER CONTACT [REDACTED] Agent called the customer. Agent stated she will not be getting any reimbursement for her battery because she was told by someone on the side of the road to replace it and it didn't fix the issue. Agent stated that it was not diagnosed by a Chrysler dealership. Agent stated there is no way of knowing if that battery was defective. Customer stated it was the alternator that killed the battery. Agent stated yes that was correct but the battery was just recharged and put back in the vehicle. Customer started to swear at the agent, and the agent warned the customer not to swear. Customer stated she wanted her

battery back. Agent asked the customer what battery she is wanting.  
Customer stated her new one. Agent stated that its in her vehicle and she  
was the one that replaced he other one so she is not sure where she put  
the other one. Customer asked about her rental vehicle because she has  
warranty for it. Agent stated its an aftermarket service contract and she  
will have to go through them. Customer asked for her documents back.  
Customer continued to swear at the agent. Agent disconnected the call.

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

Informed customer that Chrysler will not participate in the repair.  
The vehicle warranty has expired by time and/or mileage.  
Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Reassign to 82B- Please sent original documents back to the customer.  
9/17 Pulled original documents owner mailed in and mailed original  
invoices back to owner as requested.

---

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                       |                                  |                  |                                      |                     |               |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG9             | BH [REDACTED]                    | <b>Open Date</b> | 08/22/2013                           | <b>Built Date</b>   | 06/03/2011    |
| <b>Model Year</b>     | 2011                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 08/15/2011            | <b>Mileage</b>                   | 36,566           | <b>Dealer Zone</b>                   | 35                  | WASHINGTON    |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PDM                   | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 66122                 | THOMPSON CHRYSLER DODGE          |                  |                                      |                     |               |
| <b>Dealer Address</b> | US RTE 11 EAST        |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | RADFORD               | <b>Dealer State</b>              | VA               | <b>Dealer Zip</b>                    | 24141               |               |
| <b>Owner</b>          | [REDACTED]            |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]            |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | RADFORD VA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                                          |                                                                 |
|------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Corporate - CNA Change - Default - Default - Default                                     | Customer added phone number and email address.                  |
| Product - Air Conditioning / Heater - Blower Motor - Other - Default                     | Customer states that A/C is losing power.                       |
| Product - Electrical - Battery - Other - Default                                         | Customer states that battery saver light is on.                 |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Customer states that radio is not working now.                  |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall            | Customer was advised of recall.                                 |
| Referral - Other - Default - Default - Default                                           | Customer was advised to contact dealership to book appointment. |
| Corporate - Dealer Information - Default - Default - Default                             | Customer was provided with dealership phone number.             |
| Product - Wheels and Tires - Tires - Other - Unknown                                     | One tire won't hold air because factory put nitrogen in it.     |
| Product - Electrical - uConnect Cellular System - Intermittent/Cuts In and Out - Default | When battery saver light comes on uconnect doesn't work.        |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Customer states that he is very upset, because he is having problems with his vehicle. Customer states that the battery saver mode is on, and the radio, A/C and uconnect system are losing power. Customer states that he is very concerned that this is not covered under warranty. Customer states that he would like to deal with MOTOR MILE CHRYSLER JEEP DODGE # 35-42241. Writer called to the dealership, but the dealership was closed. Writer advised the customer to call the dealership in the morning 8/23/13 to book an appointment to have a diagnosis done. Writer provided the customer the dealership phone number. Customer wants to know if the repairs will be covered under warranty, and writer advised customer that she could not make a determination whether the repairs would be covered under warranty or not, because a diagnosis has not been done. Writer advised customer to call us back if any further



assistance is needed and provided the customer with the CAIR number.

Briefly summarize what the customer is expecting: Customer is looking to get appointment.

NO DIAGNOSIS.

Reassigned to: 861 (SG893)

Customer called back stating that he is on his way to dealer 42241. Customer asked if agent could contact dealer 42241 and let them know that he is on his way and what the issues with his vehicle are. Agent contacted dealer 42241 and spoke with Chris in service. Chris advised that they will do everything they can to fix the issues. Agent advised customer of what Chris advised. Customer states that he may need a rental vehicle. Agent advised customer that we can not even look into that unless the vehicle is in overnight. Agent advised customer once there is a diagnosis made, and he needs further assistance to give us a call back.

Customer called in reinstating as per lines 6-20. Customer stated that he contacted MOTOR MILE CHRYSLER JEEP DODGE and was advised by the service department that they wouldn't be able to get him in until Tuesday if he left his vehicle there over the weekend or Thursday if he is not able to leave his vehicle. Customer stated he is not able to do this because they aren't willing to provide a rental because he didn't purchase the vehicle there. Customer stated he needs to get to work and his job interview. Customer stated that there is a closer dealership to his house. Agent stated she would call over and see how quickly they can get customer in. Customer stated Monday would be fine. Agent warm transferred customer to SA Jess to book an appointment. Before transferring agent advised customer that once his vehicle is at the dealership to contact us back and we can look further into possible cost assistance at that time. Agent noted that we can not guarantee anything though.

Agent contacted THOMPSON CHRYSLER DODGE (66122) at 540-639-3938 and spoke with SA Jess who stated the earliest they could get the customer in is Monday.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
Survey By Pass - No Diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer states that they were advised to gain a diagnosis for the vehicle.

Dealership diagnosed that the alternator needs replaced and that the repairs will be approx: 614.

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

Agent contacted the dealership and spoke to SA with regards to Warranty Bulletin D-12-27.

Dealership states that customer was in previously and made accusations towards service.

Dealership advised that because of this and no customer loyalty there will not be assisting the customer.

SA did consult with SM about request and SM supported SA decision of decline.

Customer was not pleased with the decline and requested to speak with previous agent who told customer that everything will be taken care of.

Agent advised customer that this agent went by the same standards that all agents do and that unfortunately due to decline from dealership nothing further can be done.

Customer requested Supervisor call back.

Customer disconnected the call.

Agent called customer back left CAIR Number, SM Name Darrell Jones but strongly advised customer to follow up with selling dealership. Customer only purchased vehicle 4000 miles ago.

Customer has requested Supervisor callback

Preferred daytime number [REDACTED]

Preferred evening number [REDACTED]

Reason for request: Customer not pleased with goodwill decline.

CAIR assigned to: (SG893)

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

Customer called stating that the vehicle had to be towed to THOMPSON

CHRYSLER and the diagnosis is that the alternator failed and needs to be replaced. AGent called THOMPSON CHRYSLER DODGE Dealer Phone : 540-639-3938 and spoke with GM Mr. Duexter. GM stated that he is willing to have the repair performed under warranty with a \$150 deductible due to the fact that this is a known issue with the 2011 DODGE CHARGER. AGent relayed this information to the customer and he is content with the offer and will contact them back later. Agent informed customer that this is a 2 hour repair.

Cust

AGent advised customer of open recall: N07 SEAT WIRING HARNESS CONNECTORS SAFETY 04/17/2013 INCOMPLETE

No supervisor callback required as issue has been resolved.

Caller Daryl calling from DLR seeking to know what warranty to claim the work under

Writer advised lines 63-66

DLR thanked writer and disconnected

---

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

[REDACTED]

|                       |                         |                                  |                  |                                      |                   |            |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CGX               | BH [REDACTED]                    | <b>Open Date</b> | 08/26/2013                           | <b>Built Date</b> | 03/01/2011 |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/10/2011              | <b>Mileage</b>                   | 43,410           | <b>Dealer Zone</b>                   | 35                | WASHINGTON |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PSC                     | BILLET METALLIC CLEAR COAT       |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 66460                   | GREENBRIER CHRYSLER JEEP         |                  |                                      |                   |            |
| <b>Dealer Address</b> | 1414 SOUTH MILITARY HWY |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | CHESAPEAKE              | <b>Dealer State</b>              | VA               | <b>Dealer Zip</b>                    | 23320             |            |
| <b>Owner</b>          | [REDACTED]              |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]              |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | NORFOLK VA [REDACTED]   |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

Product - Electrical - Lamps and Switches - Other - Default

Both headlamps are out.

Briefly summarize why the customer is contacting Chrysler: The customer's headlight is out again. She said the dealership thinks this is an electrical issue related to a recall on her vehicle. The recall was done more than a year ago; this should not affect the headlight being burnt out. The customer bought this vehicle in 02/2013. Both the headlamps are out.

Briefly summarize what the customer is expecting: Customer has had problems with the alternator, the battery went out, and the headlamps. Agent contacted the dealership; the left front headlamp was replaced 08/01/2013, but the dealership did not verify if there was a problem with the electrical system. The left headlamp can be replaced for free, however, the right was not replaced and she must pay for that one. Customer refuses to pay to have a diagnostic done to see if it is a problem with the electrical system.



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

[REDACTED]

|                       |                      |                                  |                  |                                      |                     |                         |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG7            | BH [REDACTED]                    | <b>Open Date</b> | 08/28/2013                           | <b>Built Date</b>   | 03/22/2011              |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 07/11/2011           | <b>Mileage</b>                   | 38,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS                  |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                  | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 43939                | RAY BRANDT DODGE CHRYSLER JEEP   |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 1660 WESTBANK EXPY   |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | HARVEY               |                                  |                  | <b>Dealer State</b>                  | LA                  | <b>Dealer Zip</b> 70058 |
| <b>Owner</b>          | [REDACTED]           |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]           |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | VIOLET LA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Electrical - Battery - Defective - Default

Customer's battery and alternator do not work.

Briefly summarize why the customer is contacting Chrysler: Customer s battery and alternator do not work.

Customer buys 3 cars at a time, when he buys. He owns 3 chryslers now. Customer s alternatore and battery died . He is only 2000 miles out of warranty.

Briefly summarize what the customer is expecting: Since he buys so many new Dodges, customer hoped the work could be paid for by goodwill.

Agent called 43939 and spoke to SA who said that even though customer buys many new cars he does not get them serviced at a Chrysler dealer ship.

Agent asked that Sa ask the SM to consider offering D-12-27 to pay for the repair.

SA said he would ask SM.

Agent asked customer to check with us tomorrow.

Customer called again seeking for assistance with this repair.

Agent called RAY BRANDT DODGE CHRYSLER JEEP RAM Dealer Phone : 504-363-1999 and spoke with Louis who advised that they have already reached out with goodwill.

Goodwill offer \$250.00

Original repair would have been \$1030.00

Agent brought customer in and Louis told him of the offer and customer was very happy.

Customer called to advise his vehicle had to be taken in this morning for the same symptoms. Agent contacted Louis who advised they are the same symptoms but there is also hot air coming out of the ac, fan is not working due to belt material being unravelled and getting caught in the compressor and fan. Louis advised they will not know the full effects until Tuesday. Agent advise Louis to call the customer back as soon as they know the the fix and cost. Agent advised customer to call us back once the diagnosis is completed and we will speak to the SM Ron regarding cost assistance. Customer will do so and thanked agent.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG2  | CH [REDACTED]                    | <b>Open Date</b> | 08/30/2013                           | <b>Built Date</b> | 08/01/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/02/2012 | <b>Mileage</b>                   | 34,801           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE 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> | LETTER        |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | HOUSTON TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                        |                                                 |
|------------------------------------------------------------------------|-------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | Alternator needs repairs                        |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Information Request     | Customer aware of incomplete recall             |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Goodwill rental vehicle reimbursement requested |
| Corporate - CNA Change - Default - Default - Default                   | Updated phone number and email                  |
| Dealer - Parts - Transaction - Parts N/A / Backordered - Default       | Wiring harness not available until next week    |
| Corporate - Reimbursement - Default - Default - Default                | rental charges                                  |
| Corporate - E-Reimbursement - Default - Default - Default              |                                                 |

Briefly summarize why the customer is contacting Chrysler: Customer states she is calling Chrysler to request reimbursement for the cost of the rental vehicle she has because her vehicle was towed into TEXAN DODGE CHRYSLER JEEP RAM because the alternator had melted a wiring harness and she has already paid for the rental vehicle for 1 week. Customer states she was told by the dealer that they do not provide rental or loaner vehicle assistance and the wiring harness will not be available until next week. Agent called dealer but was unable to reach SM and advised customer that her request for assistance would be escalated to a CM for further assistance with the cost of the rental vehicle.

Briefly summarize what the customer is expecting: Customer seeking rental vehicle reimbursement.

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? TEXAN DODGE CHRYSLER JEEP RAM 45587  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District u \*\*\*\*\*  
 Status update provided via email to the following email address:

Hello [REDACTED],  
 My name is Yolanda I m a case manager here at Dodge and I was assigned to be your case manager. I will be reviewing and researching on your case and will be contacting you in 1 business day. In the mean time, here is some information that will be helpful for you to have:  
 Chrysler Case Management telephone number: 800-763-8422  
 My direct extension: 66316  
 My work hours: Mon-Thurs 7am-4:30pm ~ Friday 8am-1pm CST



End of Status Update

Writer spoke with the Service Manager Rodney and he stated that the customer has an after market contract that will cover one day. Since the repairs are covered under warranty, the dealership will offer 5 days. If the repairs exceeds the 6 days total, SM will send CM an e-mail stating so. Part number CH68084310 Order number ch68084310-AE

Part number CH68084310

Order number ch68084310-AE

Dealer number 45587

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

Customer stated that they had been in a rental vehicle since 28th of August and seeking reimbursement. Writer let her know that the dealership will offer 5 days of rental to her and Dodge will offer to reimburse the remaining amount. Writer provided the customer the mailing address and let her know that this will be one time goodwill assistance; Writer let her know that we will be following up on Thursday to check repair status. Writer spoke with SM Rodney and he stated that the vehicle is repaired and ready to go. The customer however she got a rental from another city in which the dealership can not do a direct check. Writer let him know that we can reimburse her but it will be just the cost of the rental. Writer will follow up with the customer to continue the case from our end.

Dialed

Writer let her know that the vehicle was repaired and ready for pick up. Customer stated that she will dropping off the vehicle today and will get her documents needs for reimbursement. Customer stated that the amount will be around \$360, writer let her know that we will reimburse her \$35/a day=\$245. Customer was also upset that the fact her selling dealership is no longer opened and she had useless coupons. The new owner is not honoring the coupons and feels that this is extremely unfair. Writer let her know that we can not force upon another dealership to honor some ones else s promise. Writer did let her know that we can at least provide her with 3 years of 12 oil changes, but it will not be one or the other but both offers. Customer stated her concern that the issue she is facing now is not covered under warranty and they are facing really big repairs. Writer let her know that we are here at Dodge and we hear her concerns, we will address them as they come along. Writer verified the mailing address and customer will be mailing in the documents needs for reimbursement.

Writer spoke with service and got current mileage, 34,801

ECS312N Contract created. Contract number is

Customer stated that she will get her documents mailed off today and that she will have them sent over night. Writer let her know that we will place her case on hold until documents have been received. After further review, if all matches we will mail off the check and the case will close. Customer stated that she wanted to know about the breaks and rotors, writer let her know those are maintenance item that are no longer covered under warranty and will be at her expense. Writer did let her know that MVP was added and the dealerships oil change plan was different from Dodges plan and she still have 12.

Customer states she mailed the documents 09/12/13 and is seeking an update. Agent informed customer there is nothing attached to the account at this time. Agent transferred customer to YO437

DEBRA DAWSON called to speak with their Case Manager. Transferred the customer to KH573 at ext 66063

Writer took call from customer wanting an update to see if the documents have been received. Writer advised that the documents have not been received, and when mailing in documents it takes about 30 days for us to receive documents. Writer stated that customer can either scan or fax documents in. customer advised that she can not scan but she can fax documents to cm. writer gave customer fax number, and stated that cm will call writer when documents are received.

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

Survey By Pass - No Documentation

POSTMARK DATE: 091213; DATE RECEIVED: 091813

Reassigning to YO437 for further review.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Rental reimbursement for a alternator, wiring harness all covered under warranty.

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

NA

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

NA

Enter the Mileage at the time of the repair.

34,801

Enter the Date when the repairs were completed.

9/05/13

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

\$0

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

\$0

What is the total Tax to be reimbursed?

\$0

What is the total amount being reimbursed?

Rental for 7 days @ \$35/day for \$245

\*\*\*\*End structured narrative T2 - eReimbursement

NEW CHECK HAS BEEN GENERATED

Dialed [REDACTED]

Writer let the customer know that we did receive her documents and that her check could arrive in 10 to 14 business days. Customer wanted to know why these issues are happening to her new vehicle. Writer advised her to speak with the dealership for technical concerns. Writer also let her know that the MVP plan has been added and there was nothing further we could do about the closed dealership coupons if the new dealership does not want to honor them.

Writer spoke with Richard from Enterprise to verify customer payment.

Richard verified that customer has paid the \$361.94.

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]  
HOUSTON, TX-[REDACTED]  
UNITED STATES

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

[REDACTED]

|                       |                        |                                  |                  |                                      |                     |                         |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG4              | BH [REDACTED]                    | <b>Open Date</b> | 08/30/2013                           | <b>Built Date</b>   | 01/14/2011              |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 04/22/2011             | <b>Mileage</b>                   | 40,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS                  |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PRY                    | REDLINE 3 COAT PEARL             |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 60088                  | TEAM DODGE CHRYSLER JEEP OF      | HUNTSVILLE       |                                      |                     |                         |
| <b>Dealer Address</b> | 130 I-45 SOUTH         |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | HUNTSVILLE             |                                  |                  | <b>Dealer State</b>                  | TX                  | <b>Dealer Zip</b> 77340 |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | ONALASKA TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Unknown - Unknown - No Start - Default

Customer experiencing issues with vehicle

Corporate - Survey By-Pass - No Diagnosis - Default - Default

Briefly summarize why the customer is contacting Chrysler: Customer states that she has had her vehicle in 8 times since April. Customer is very upset with her vehicle and would like something done about it. Customer states that on June 18th it was towed to the DLR because it had died. DLR told customer it was the battery. DLR completed repair. Customer stated that August 10th it died again and DLR informed customer that it was the alternator. Customer states last night the vehicle died again. Customer states she has possession of the vehicle and is debating on a tow. Agent informed customer that without diagnoses that Chrysler cannot assist until there is a diagnosis on the vehicle. Customer understood. Agent informed customer that once there is a diagnosis on the vehicle to call back in to CAC and we will be able to assist further with the issue. Customer understood.

Briefly summarize what the customer is expecting: Customer expecting resolution to issue that is intermittent

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

[REDACTED]

|                       |                         |                                   |                  |                                      |                     |               |
|-----------------------|-------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG0               | CH [REDACTED]                     | <b>Open Date</b> | 08/31/2013                           | <b>Built Date</b>   | 07/27/2011    |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 09/11/2011              | <b>Mileage</b>                    | 45,776           | <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>         | ERB                     | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |               |
| <b>Dealer</b>         | 24199                   | MY JEEP                           |                  |                                      |                     |               |
| <b>Dealer Address</b> | 444 AUTO CENTER CIRCLE  |                                   |                  |                                      |                     |               |
| <b>Dealer City</b>    | SALINAS                 | <b>Dealer State</b>               | CA               | <b>Dealer Zip</b>                    | 93907               |               |
| <b>Owner</b>          | [REDACTED]              |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]              |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | KING CITY CA [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                      |                                                        |
|------------------------------------------------------|--------------------------------------------------------|
| Product - Drivability - Unknown - No Start - Default | Customer states vehicle intermittently does not start. |
| Corporate - CNA Change - Default - Default - Default | Updated coin.                                          |

Briefly summarize why the customer is contacting Chrysler: Customer states he has a 2012 dodge charger had for less than a year and has been doing weird things lately like when he drove it to work and it would not start and there was no warning at all. Customer states the battery saver mode comes on and it kills the radio and it stops working. Customer states he saw online that the alternator may not be charging the battery properly. Briefly summarize what the customer is expecting: assistance with getting an appointment to have vehicle repaired.

Writer updated coin and DLR to 24199 Dealer Name : MY JEEP CHRYSLER DODGE Dealer Phone : 831-442-1000.

Writer advised customer to incomplete recall n07.

Writer spoke to SA Miguel at 24199 Dealer Name : MY JEEP CHRYSLER DODGE and transferred the customer to him to book an appointment.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |               |                                      |            |         |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|---------|
| <b>VIN</b>            | 2B3CL3CG2 BH [REDACTED] | <b>Open Date</b>                 | 09/04/2013    | <b>Built Date</b>                    | 02/11/2011 |         |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |         |
| <b>In Service Dt</b>  | 03/28/2011              | <b>Mileage</b>                   | 41,000        | <b>Dealer Zone</b>                   | 42         | DETROIT |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |         |
| <b>Color</b>          | PDM                     | TUNGSTEN METALLIC CLEAR COAT     |               |                                      |            |         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |               |                                      |            |         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |         |
| <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>              | TELEPHONE     |                                      |            |         |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                      |            |         |
|                       | NORTHWOOD OH [REDACTED] | <b>Country</b>                   | UNITED STATES |                                      |            |         |

|                                                                       |                                             |
|-----------------------------------------------------------------------|---------------------------------------------|
| Dealer - Service/Body Shop - Transaction - Other - Default            | Customer not happy with service department. |
| Product - Electrical - Battery - Other - Default                      | Customer states battery light came on.      |
| Product - Electrical - Radio/Spkr/Clock/Antenna - Other - Default     | Customer states radio shuts down.           |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer states reading 20 amps.            |
| Product - Drivability - Unknown - Stalling - Default                  | Customer states vehicle was stalling.       |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default         | No Dealer Diagnosis                         |
| Corporate - CNA Change - Default - Default - Default                  | Updated coin.                               |

Briefly summarize why the customer is contacting Chrysler: Customer states he has a 2011 Dodge Charger and had it towed to CHARLIE S DODGE CHRYSLER JEEP RAM.

Customer states he was driving to work and the radio shut off then when he got to work he shut it off then drove home it was okay. The customer drove again and the signal went off for the battery back up mode and the red zigzag light came for battery mod. Customer states it died a couple times while driving home. Customer states he called the DLR and explained what was happening and they told him they never heard of such a thing so he went to Battery Land. Customer is not very happy with the DLR and the service department and after this will not be dealing with them or buying another Dodge. He then got a new battery from Battery Land and was able to drive it he said it was reading 20 amps when they tested it. Customer states the next day the car was smoking and then towed to the DLR. Customer states he is just out of warranty and wants to know if there is anything Chrysler can do to help with this issue.

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

Writer advised customer that a diagnostics test would need to be completed to determine the cause prior to any assistance being considered.

Writer spoke to SA Nick at 41626 Dealer Name : CHARLIE S DODGE CHRYSLER JEEP RAM Dealer Phone : 419-893-0241 who stated he has already spoke to this customer and has already started a work order and will be looking at the vehicle this afternoon and stated they would be taking care of the diagnostics. Writer advised SA Nick customer is seeking cost assistance if it could be provided under DLR goodwill that they could process it



directly. Writer provided case number [REDACTED] for future reference.  
Writer advised customer that they would be looking at his vehicle this afternoon and to follow up with the DLR directly and if has any other questions to callback.

Customer owned 5, currently owns 1, original owner, ISD 03/28/2011, 41000 miles.

Reassigned for survey bypass no diagnosis to lh801.

---

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

[REDACTED]

|                       |                               |                                    |                  |                                      |                     |               |
|-----------------------|-------------------------------|------------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG4                     | BH [REDACTED]                      | <b>Open Date</b> | 09/08/2013                           | <b>Built Date</b>   | 02/15/2011    |
| <b>Model Year</b>     | 2011                          | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 03/25/2011                    | <b>Mileage</b>                     | 115,000          | <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>         | ERB                           | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                           | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |               |
| <b>Dealer</b>         | 26348                         | SNETHKAMP CHRYSLER-JEEP INC        |                  |                                      |                     |               |
| <b>Dealer Address</b> | 23951 PLYMOUTH ROAD           |                                    |                  |                                      |                     |               |
| <b>Dealer City</b>    | REDFORD                       | <b>Dealer State</b>                | MI               | <b>Dealer Zip</b>                    | 48239               |               |
| <b>Owner</b>          | [REDACTED]                    |                                    |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                    |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | STERLING HEIGHTS M [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Overheated - Default

battery saver mode light on

\*\*\*\*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: to seek information about her vehicle

Briefly summarize what the customer is expecting: to know what the problem is with her vehicle

Customer states that vehicle overheated yesterday and now the battery saver mode light is on

Agent advised customer should bring vehicle to a dealership to have them diagnose the problem

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                       |                                  |                  |                                      |                     |                         |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG2             | BH [REDACTED]                    | <b>Open Date</b> | 09/10/2013                           | <b>Built Date</b>   | 02/24/2011              |
| <b>Model Year</b>     | 2011                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 03/09/2011            | <b>Mileage</b>                   | 60,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS                  |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PSC                   | BILLET METALLIC CLEAR COAT       |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 43380                 | LANDERS DODGE                    |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 315 EAST GOODMAN RD   |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | SOUTHAVEN             |                                  |                  | <b>Dealer State</b>                  | MS                  | <b>Dealer Zip</b> 38671 |
| <b>Owner</b>          | [REDACTED]            |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]            |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | MEMPHIS TN [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                 |                                                              |
|-----------------------------------------------------------------|--------------------------------------------------------------|
| Corporate - Recall - Default - Default - Default                | Customer inquiring about recalls on vehicle                  |
| Product - Electrical - Lamps and Switches - Defective - Default | Customer states abs and battery lights turn on and stay on   |
| Product - Drivability - Unknown - Stalling - Default            | Customer states vehicle turns off and will not turn on again |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default   |                                                              |
| Recall - M10: ABS/ESC WIRING - Reoccurrence or Related Problem  |                                                              |

\*\*\*\*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 stated that her vehicle s ABS and battery lights turned on and when the customer turned the ignition off the vehicle would not turn back on.

Customer stated that a third party dealership jump started the car and had to tow the vehicle to the dealership. Customer inquired about any open recalls on her vehicle that would cover the cost of the repairs.

Vehicle is currently at the dealership but not diagnosed.

Briefly summarize what the customer is expecting: customer is expecting to have her vehicle repaired and inquire about any open recalls.

Agent advised that there were no incomplete recalls on the vehicle. Agent advised that a previous recall (M10) ABS/ESC WIRING was completed on 05/25/2012

Agent advised that the customer should bring the completed recall information to the attention of the dealership where her car is to check if it is the same issue.

Reassigned to NC603 for survey by-pass

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CGX  | BH [REDACTED]                    | <b>Open Date</b> | 09/11/2013                           | <b>Built Date</b> | 04/08/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/25/2011 | <b>Mileage</b>                   | 50,000           | <b>Dealer Zone</b>                   | 35                | WASHINGTON |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PVG        | TOXIC ORANGE PEARL 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]    |
|                | NEWARK NJ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                      |                         |
|--------------------------------------------------------------------------------------|-------------------------|
| Corporate - Field Backordered Parts Escalation Request - Default - Default - Default | back ordered alternator |
|--------------------------------------------------------------------------------------|-------------------------|

Writer contacted CAPITAL CHRYSLER DODGE JEEP RAM 60543 and spoke with Andy.

Andy stated part information for order is as follows:

Part #: r1801779ag

Part Description: alternator

Order #: d0910

ETA: no eta.

Is customer in rental? Yes.

If yes, who authorized rental?

Is the vehicle off road? Yes battery wont keep charge.

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the case.

Assigned case to 96W (Parts Only) or 88F for handling

based on UPS part was Delivered On:

Tuesday, 09/17/2013 at 9:35 A.M.

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number: 1Z3924520320229141Service:UPS GroundWeight:14.00

lbsShipped/Billed On:09/13/2013Delivered On:09/17/2013 9:35 A.M.

Delivered To: HENRICO, VA, US Signed By:CUSWELLLeft At:Receiver Thank you for giving us this opportunity to serve you.

Sincerely,

UPS

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                        |                                    |               |                                      |             |
|----------------------|------------------------|------------------------------------|---------------|--------------------------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG7BH [REDACTED] | <b>Open Date</b>                   | 09/16/2013    | <b>Built Date</b>                    | 01/28/2011  |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |             |
| <b>In Service Dt</b> | 08/18/2011             | <b>Mileage</b>                     | 21,520        | <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>        | ERB                    | 3.6L V6 24V VVT ENGINE             |               |                                      |             |
| <b>Transmission</b>  | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |             |

|                       |                       |                                  |                            |
|-----------------------|-----------------------|----------------------------------|----------------------------|
| <b>Dealer</b>         | 60227                 | GARDEN CITY JEEP CHRYSLER DODGE, | LLC                        |
| <b>Dealer Address</b> | 283 N FRANKLIN ST     |                                  |                            |
| <b>Dealer City</b>    | HEMPSTEAD             | <b>Dealer State</b>              | NY <b>Dealer Zip</b> 11550 |
| <b>Owner</b>          | [REDACTED]            | <b>Contact Type</b>              | TELEPHONE                  |
| <b>Address</b>        | [REDACTED]            | <b>Home Phone</b>                | [REDACTED]                 |
|                       | HEWLETT NY [REDACTED] | <b>Country</b>                   | UNITED STATES              |

|                                                                           |                                                 |
|---------------------------------------------------------------------------|-------------------------------------------------|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default      | 3.6L V6 24V VVT Engine                          |
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | L28 FRONT EXTERIOR DOOR HANDLES                 |
| Product - Air Conditioning / Heater - Unknown - Other - Default           | Make noise                                      |
| Corporate - Product Information - Default - Default - Default             | Outside Door handles break off.                 |
| Product - Electrical - Battery - Intermittent or Inoperative - Default    | Re-occurring Electrical Power drain unresolved. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default             |                                                 |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default |                                                 |

Briefly summarize why the customer is contacting Chrysler:

Customer states that service issues are not resolved.  
 Customer states that they have returned to service dealership to resolve re-occurring service issues.

Briefly summarize what the customer is expecting:

Customer expects a diagnosis and repair to resolve electric issue.  
 Customer is seeking a repair via Recall # L-28  
 Agent called Dealer Code: 32- 60227 Dealer Phone : 516-483-2700  
 Service Manager Jim Lennon requested an opportunity to speak with his service advisor.

Agent agreed to return call tomorrow Tuesday, September 17/13.

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] and/ or [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED] and/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? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 32- 60227

Customer contacted CAC seeking a list of how much corporate paid the dealership for each instance of warranty work. Agent advised we would not be able to facilitate that request. Customer seeks followup from Doug as per original agreement.



Agent called Dealer Code: 32- 60227 Dealer Phone : 516-483-2700  
Call forward to Jim Lennon voice mail, no message.  
Agent called Dealer Code: 32- 60227 Dealer Phone : 516-483-2700  
Call forward to Jim Lennon voice mail, no message.  
Reason for Dealer Contact: confirm with Service Manager Jim Lennon actions of service to resolve issues.

Dealer Code: 32- 60227

Dealer Personnel Required: Jim Lennon

Customer's Preferred Method of Contact: phone

Customer Phone Number (Morning): [REDACTED] and/or [REDACTED]

Customer Phone Number (Evening): [REDACTED] and/or [REDACTED]

Customer Email address: [REDACTED]

Reason for assigning to Resolution Team: confirm service resolution attempt

Assigned to 86T

Briefly summarize why the customer is contacting Chrysler: Customer seeking update to his issues with the electrical problems with his vehicle. Agent advised previous agent has not been able to speak with SM, Jim Lennon. Customer states he was told by dealership owner, Mike Villani that he should file for lemon law. Agent called dealership, GARDEN CITY JEEP (60227) to speak with SM but needed to call back due to service hang up on Agent. Second call placed on hold for 10 minutes, agent disconnected call. Agent advised customer will escalate to CM for unresolved, undiagnosed electrical issue. Customer is now having battery saver mode being displayed. Customer has a towing bill \$181.80 from 08/23/13 when the battery and alternator was replaced. If possible customer would like to go to a different dealership, Westbury Jeep (23153).

Briefly summarize what the customer is expecting: Customer looking to have his electrical issues resolved. Customer is [REDACTED] and son is Josh.

\*\*\*\*\*

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] (Office - Please tell receptionist CM in reference to Dodge Charger)  
Preferred Afternoon/Evening call back number is [REDACTED]  
Customer email address for case updates [REDACTED] and [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner  
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No  
If a CDJ dealer has diagnosed, what is the dealer name or code? GARDEN CITY 60227

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM 88T \*\*\*\*\*

Status update provided via email to the following email address:

[REDACTED] t

My name is Gus and I have been assigned as your case manager. Here is some information that will be useful for you to have:

Your case number: [REDACTED]

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66122

My work hours: 8:00 am 4:15 pm EST.

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

Thank You,

Gus

End of Status Update

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

[REDACTED] Left message.

Writer called [REDACTED]. Customer states the vehicle has been at the dealer 4 times. The light comes back on the same day or the next day. Customer just wants the vehicle repaired. Customer will try to take the vehicle to the dealer on or before 09/21/13. Writer advised customer writer will follow up with customer on or before 09/24/13.

Writer called dealer. Left a message for SM Jim stating the customer will be bring the vehicle to the dealer and writer will send the car.

##### 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 electrical issue.

Action requested: Please contact STAR.

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 60227 09/19/13 10:57 O 23951423

Requested Mike Villani instruct his Service Dept to Open a STAR case to resolve when appt is made.

Status update provided via email to the following email address:

[REDACTED]

This email is sent as a reminder that an appointment for diagnosis needs to be scheduled for your case to remain open. If you have scheduled an appointment for diagnosis please either respond to this email or contact your Case Manager at 800-763-8422 extension 66122. Gus will follow up with you and the dealership again on 9/25. Thank you.

End of Status Update

Writer called dealer. SM Jim states customer will not answer the dealers calls. The alternator had to be replaced. SM does not know if the customer has another issue. Customer is seeking reimbursement for the towing that cost about \$185.00. Customer could not have prevented the repair.

owner has not responded. close as no response from owner

Customer left a message stating he has call the dealer and he has not received the towing reimbursement for \$181.80. Customer was told last week the check would be sent.

Writer called customer. Left a message asking customer if there is another phone number customer can be contacted at.

Writer called customer. Customer states he is going to try and drop the vehicle off at the dealer on 10/01/13 just before the dealer closes.

There is a noise in the AC. The check engine light has not came back on. The dealer is taking care of the towing.

Writer called the dealer. SM Jim states the customer came to the dealer and talk to some one in the sales department and left without speaking with any one in the service department.

Status update provided via email to the following email address:

[REDACTED]

Due to the fact that a diagnosis hasn t been performed at the Garden City dealership, your case is being closed. Once a diagnosis has been completed at any of our certified dealerships, please contact us back and we can reopen your case.

End of Status Update

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

---



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |               |                                      |            |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG4 BH [REDACTED] | <b>Open Date</b>                 | 09/17/2013    | <b>Built Date</b>                    | 01/19/2011 |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 03/15/2011              | <b>Mileage</b>                   | 43,300        | <b>Dealer Zone</b>                   | 66 ORLANDO |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>          | PVG                     | TOXIC ORANGE PEARL COAT          |               |                                      |            |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |               |                                      |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |
| <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 |                                      |            |

|                                                                                             |                                                |
|---------------------------------------------------------------------------------------------|------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default                       | Battery savor mode light on-battery/alternator |
| Corporate - E-Reimbursement - Default - Default - Default                                   | Reimburse for 1 vehicle                        |
| Product - Brakes - Pads/Shoes - Worn - Unknown                                              | Rotors are going bad                           |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default | transmission slips                             |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default      |                                                |

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

Briefly summarize why the customer is contacting Chrysler:

Customer claims that the rotors are going bad and had them replaced 6 months ago. Dash light is on indicating that the battery savor mode is on. Had this concern 6 months ago and had the battery and alternator replaced.

Briefly summarize what the customer is expecting:

Help with finding a dealership who can diagnose the vehicle since previous dealer Round tree cant see the vehicle until Monday

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

\*\*\*Enhanced Customer Satisfaction Team\*\*\*\*

Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to [REDACTED]

Writer advised that the nearest dealership from customer is 12 miles away and that writer will contact the dealership to set up a rental and appt for the customer. customer stated that he stands 6 foot and is 240 pounds and needs a like vehicle or bigger due to size. Writer advised that writer will contact the dealership and does what writer can. Customer stated that if he is not able to get an appt today then he can go in on 9/18 at 10. Writer will contact customer back with information. Customer contact [REDACTED].

Writer contacted Rebecca Cashier. Cashier set up an appt for customer on 9/18 at 10 am and will have a like vehicle or SUV for customer when customer drops off. Writer gave contact information to contact ECS once vehicle arrives. Case number provided.

Customer stated that he is going on vacation and needs his vehicle by 9/20.

Writer contacted customer. Writer left a message stating that customer

ahs an appt on 9/18 at 10am with CHRIS MYERS CHRYSLER-JEEP-DODGE and there will be a rental for customer that will be either a like vehicle or SUV. Writer advised that customer is welcome to call back if there are any questions. Writer advised that the case will be sent to another CA who will be available to help customer and that the dealership will contact ECS once vehicle is delivered.

\*\*\*Enhanced Customer Satisfaction Team\*\*\*\*

Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to [REDACTED].

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message providing case number and contact information. Writer to follow up 09/18/13 after the vehicle is at the dealer.

Writer contacted dealer who informed writer that the vehicle has not been dropped off yet.

EMAIL: [REDACTED]

[REDACTED] called requesting to speak to CM MS1882. Writer warm transferred customer to CM RT871 for further handling.

Customer is calling because he is at the dealership for his appt and the dealership doesn't have a rental vehicle that the customer can fit in. Writer advised that writer will contact the dealership and find out what is going on.

Writer contacted service and spoke with Renee. Rebecca in Service advised that they have a GMC sierra and a GMC encore. Service advised that she will speak with the SA to find out if they can take the customer out to the rentals to see if the customer will fit in the vehicle. Service advised that Scott SA will help the customer with the rentals to make sure that the rental is a good fit for the customer. Writer advised to have the SA contact CA MS1882 to have the case escalated to TS for assistance. Writer provided ECS number and CA extension.

Writer advised the customer that SA Scott will be helping the customer and that the rentals are being sent over to the dealership for customer to look at.

Writer attempted to contact service department. Writer left a message requesting a call back.

Status update provided via email to the following email address:

[REDACTED]  
Hello this is Mark from Dodge Enhanced Customer Satisfaction. Here is some information that may be helpful for you to have.

Chrysler customer care phone number is 1-800-763-8422.

My extension is 66163.

My work hours are 8:30 AM-5:00 PM EST, Mon-Fri.

Thank you.

End of Status Update

Writer attempted to contact service department. Writer left a message.

Writer contacted customer who informed writer that the customer is in a small vehicle as the dealer could not authorize a larger vehicle for the customer. The customer will be driving out of town on Saturday 09/21/13 and would like the vehicle to be repaired or the customer will need a larger rental. Writer advised that writer will follow up with the customer tomorrow.

Writer attempted to contact SM. Writer left a message requesting a call back as soon as possible.

SA left writer a voicemail requesting a call back.

Dealer code: 68756

POC Name: SCOTT/SA

POC number/ email: 251-445-2883

Current mileage: 43,735

Customer name: [REDACTED]

Customer's concern: Battery saver mode message pops up, Transmission slips intermittently, brake pulsation.

Is customer in rental: Yes

Is customer waiting: No

All customer contact numbers:

Best time of day to contact customer:

Dealer diagnosis (if completed): Vehicle needs brakes

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

TAPS

on 2013-09-19 @ 11:18



Customer contacted writer requesting an update. Writer advised that writer has advised the dealer that if the dealer will be keeping the vehicle past Friday 09/20/13 the customer will need a full size sedan. Writer will follow up with the customer by EOB today.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Writer attempted to contact customer. Writer left a message. [REDACTED] called requesting to speak to CM MS1882. Writer warm transferred customer to CM for further handling.

Customer informed writer that the customer needs new front and rear brakes and the customer does not feel that the customer should have to pay for the repair. Writer advised that writer can not assist in claims but writer can look into a vehicle payment. Customer states that the customer pays \$500.00 a month for the vehicle. Writer will follow up with the customer tomorrow.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Writer left message for SA to follow up on rental needs.

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

[REDACTED] on 2013-09-20 @ 10:15

Writer contacted customer and informed customer to contact dealer on repair cost and timeline. Writer provided documentation request and instructions.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Writer attempted to contact customer. Writer left a message advising writer will follow up on Friday 09/27/13.

Caller [REDACTED] requesting to speak with Case Manager. CM not available. Writer warm transferred call to WE43 for further assistance.

The customer was seeking an update. Writer advised the customer that the repairs are close to being complete. The customer is having issues with the link. Writer provided the fax number and verified the mailing address.

Scott SA is calling to advise of rental and to close case. Writer advised that writer will send SA over to TS for completion. Call was successfully transferred to TS CWC22.

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] FOR INFORMATION

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

eg704@chrysler.com on 2013-09-24 @ 17:24

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

Writer contacted customer who informed writer that the vehicle is repaired and running well. Writer advised customer that the documents do not show a payment made, just a payment due. Line disconnected. Writer attempted to contact customer. Writer left a message requesting customer contact writer once documents have been faxed. Customer contacted writer stating that the customer will be faxing documents in 5 minutes.

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

eg704@chrysler.com on 2013-09-27 @ 12:02

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

Writer contacted customer who verified that the customer has balloon payments and that is why the payments get higher every month. Writer will reimburse the customer for the payment on 09/11/13 in the amount of \$460.00. Customer verified check information. Writer advised that the case will be closed.

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]  
MOBILE, AL [REDACTED]

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimburse for 1 vehicle

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

n/a

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

n/a



Enter the Mileage at the time of the repair.

43,300

Enter the Date when the repairs were completed.

09/24/13

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

n/a

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

n/a

What is the total Tax to be reimbursed?

n/a

What is the total amount being reimbursed?

\$460.00

\*\*\*\*End structured narrative T2 - eReimbursement

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

---

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

[REDACTED]

|                       |                      |                                    |                  |                                      |                   |            |
|-----------------------|----------------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CGX            | BH [REDACTED]                      | <b>Open Date</b> | 09/25/2013                           | <b>Built Date</b> | 01/19/2011 |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 08/20/2011           | <b>Mileage</b>                     | 68,966           | <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>         | ERB                  | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |
| <b>Dealer</b>         | 45144                | WRIGHT CHRYSLER DODGE JEEP         |                  |                                      |                   |            |
| <b>Dealer Address</b> | 1858 TENAHA ST       |                                    |                  |                                      |                   |            |
| <b>Dealer City</b>    | CENTER               | <b>Dealer State</b>                | TX               | <b>Dealer Zip</b>                    | 75935             |            |
| <b>Owner</b>          | [REDACTED]           |                                    |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]           |                                    |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | CENTER TX [REDACTED] |                                    |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                           |                                  |
|---------------------------------------------------------------------------|----------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator replaced              |
| Product - Electrical - Battery - Intermittent or Inoperative - Default    | Battery replaced                 |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default             | No Diagnosis.                    |
| Corporate - CNA Change - Default - Default - Default                      | Updated address and phone number |

Briefly summarize why the customer is contacting Chrysler: Customer states she has had issues with the vehicle since it was purchased, customer states she has gone through six sets of tires. Customer states a sensor in the radio had to be replaced, customer also advised the head light casing had to be replaced. Customer states a month and a half ago the alternator and battery had to be replaced, customer states she paid out of pocket for these repairs. Customer states at this time she is having issues with the alternator again and stated the battery saver mode on is on. Customer states she is very upset with the ongoing issues with the vehicle, customer feels the vehicle should not have this many issues. Customer feels that there will always be issues with the vehicle, agent contacted dealer 45144 and spoke with the SM Trevor to confirm history on the vehicle. SM states the head light casing was replaced in Feb 2012, SM states the alternator and battery were replaced on 8/1/13. SM states at that time they checked over the vehicle and found the battery would not hold a charge, SM states they kept the vehicle overnight and completed both repairs. Agent advised SM the customer is currently having issues with the vehicle at this time and believes it is related to the alternator. SM stated they can look over the vehicle to determine what is happening, SM states the repairs should be under warranty at this time as the items were replaced roughly 5000 miles ago. Agent advised customer of information received from the SM, customer states she is upset as she has paid for the repairs. Agent advised customer the concerns would be fully documented, agent advised customer that agent could not make any decisions as customer feels she should be reimbursed for the repairs. Agent advised customer if the vehicle is back at the dealership with any unresolved concerns we could look into escalating further at that time. Customer was frustrated and wanted to know what could be done at this time, agent also referred customer to the blue and white booklet for further information. Agent advised customer the case would be escalated for further review, agent advised customer they would receive a call back within 24 hours to discuss their concerns further.

Briefly summarize what the customer is expecting: Customer documenting

concerns with vehicle and seeking any further possible assistance to resolve concern.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 45144

Reassigned to 88F

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

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

[REDACTED]. Left message.

Caller [REDACTED] requesting to speak with Case Manager

EMAIL: Customer declined to provide an email.

transferred to nic MS2055

Customer looking to speak to CM while transferring call call was dropped.

Writer contacted customer, call got disconnected called customer back

customer kept stating vehicle has continues problems dose not want to

take it down to the dealership again writer informed customer going to

the dealership to get another diagnoses is what would need to be done

writer informed customer would call dealership and see what options we

would have writer informed customer will contact back tomorrow 9/26/13

Writer contacted SM informed to have customer bring vehicle back to check

alternator

Writer contacted SM informed to have customer bring vehicle back to check

issues or take to a different dealership for a 2nd opinion customer was

not stratified with the resolution customer kept saying car was a dud

writer informed customer to refer to the blue and white booklet customer

was frustrated and disconnected phone call will call customer back monday

Writer called phone was busy signal

Writer contacted customer got busy signal again will contact in 2 days

3rd attempt made to contact customer. Left message.

Writer called customer and customer states that she will take vehicle for

diagnosis when she has time. Writer informed customer of a follow up on

10/18.

Will contact customer on the 10/18/2013 make sure vehicle was taken down

for diagnose

UPDATE- Customer needs to take vehicle needs to be taken to dealership

Writer spoke with Paul in service. Customer has not brought the vehicle

down to get a diagnose.

Writer spoke with customer. Customer advised can not talk to call at a

different time.

Customer

Writer attempted to contact customer, left message inquiring about

diagnostic.

Writer contacted dealership. Writer talked with the service department

they could not assist me. The SM was not available at the time. Writer

was told to call back.

Writer spoke with James in service. James informed writer the customer

has not gone to the dealership in awhile.

attempted to contact customer. left message

Writer attempted to contact customer. Call was disconnected.

Waiting on approval for SBP - no diag

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

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                           |                                  |                  |                                      |                     |               |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG8                 | BH [REDACTED]                    | <b>Open Date</b> | 09/30/2013                           | <b>Built Date</b>   | 05/02/2011    |
| <b>Model Year</b>     | 2011                      | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/03/2011                | <b>Mileage</b>                   | 50,000           | <b>Dealer Zone</b>                   | 32                  | NEW YORK      |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                       | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 44812                     | SMITH HAVEN CHRYSLER JEEP DODGE  |                  |                                      |                     |               |
| <b>Dealer Address</b> | 794 JERICHO TURNPIKE      |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | ST JAMES                  | <b>Dealer State</b>              | NY               | <b>Dealer Zip</b>                    | 11780               |               |
| <b>Owner</b>          | [REDACTED]                |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                                  |                  |                                      | <b>Home Phone</b>   |               |
|                       | SAINT JAMES NY [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                       |                                        |
|-----------------------------------------------------------------------|----------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer having issues with alternator |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default         | no diagnosis at this time              |

Briefly summarize why the customer is contacting Chrysler: Customer calling about alternator repair. Customer claims that he was at the dealership several times for this issue and that the alternator has completely failed. Customer states that the vehicle is no longer drivable and that it is in the Smith Haven dealership for repair. Writer offered to call the dealership in order to get more information. Writer was unable to reach SM or SAs Nick or Gabe. Writer left a voice mail with the SM and left a message with Carol from reception. Customer had dropped the line because of the excessive wait time.

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

NEXT AGENT PLEASE CONTACT THE DEALERSHIP AND INFORM THEM THAT THE VEHICLE IS WITHIN DEALER GOODWILL PARAMETERS. The customer and dealer relations are rather strained at this point so that some savvy interpersonal skills may be necessary.

Re-assigned to 861 (JR1305) for survey by-pass.

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking why the other agent did not contact the dealership as he stated he would to the customer. Agent called the dealership and spoke to SA Nick. SA Nick stated that they advised the customer to replace the alternator. Customer did not replace the alternator and now the alternator and the battery is gone. SA Nick spoke to his SM and they declined goodwill as it was lack of maintenance. Agent advised the customer that we can not prove any cost assistance.

Briefly summarize what the customer is expecting: Customer was seeking information on what's going on with his vehicle.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                      | <b>Open Date</b> | 10/02/2013                           | <b>Built Date</b> | 01/18/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/30/2011 | <b>Mileage</b>                     | 58,700           | <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>        | 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]    |
|                | JACKSONVILLE FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                                                                 |
|-----------------------------------------------------------------------|-----------------------------------------------------------------|
| Product - Electrical - Battery - Complete Failure - Default           | Any coverage on warranty?                                       |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Looking for if this is covered under warranty.                  |
| Corporate - CNA Change - Default - Default - Default                  | Updated owner's last name from Trammel to Crawford and address. |

Briefly summarize why the customer is contacting Chrysler: Her alternator killed the battery. Is either of those covered under any warranty?

Briefly summarize what the customer is expecting: warranty coverage. Agent updated owner information. Agent advised the alternator and the battery were covered under the basic warranty. There is no warranty coverage for those items.

Briefly summarize why the customer is contacting Chrysler:

Customer states that under the hood there are a bunch of electrical wires that are taped together with electrical tape which is melt and causing a bad smell. Customer states she went to the place where she original purchased the vehicle and was told that they did not do it and is a Dodge problem. Customer states she went to a Dodge dealership and was advised that Dodge would not have done that and any repairs would not be covered under warranty.

Briefly summarize what the customer is expecting:

Customer expects vehicle information.

Agent was researching the case and customer disconnected the call. Agent attempted to contact customer back but received work number and was unable to speak with her. Agent was going to advise customer that since she is the second owner of the vehicle and we are not be able to verify who applied the electrical tape and she is out of basic warranty any repairs would be at her cost if she chooses to do so.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG2  | BH [REDACTED]                    | <b>Open Date</b> | 10/04/2013                           | <b>Built Date</b> | 02/22/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/27/2011 | <b>Mileage</b>                   | 53,020           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PSC        | BILLET METALLIC 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]    |
|                | ALEXANDRIA LA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                  |                                               |
|------------------------------------------------------------------|-----------------------------------------------|
| Product - Electrical - Lamps and Switches - Overheated - Default | Customer states the wiring harness has melted |
| Corporate - Property Damage - Default - Default - Default        |                                               |

Briefly summarize why the customer is contacting Chrysler: Customer seeking cost assistance for wiring harness.

Briefly summarize what the customer is expecting: Customer seeking cost assistance for wiring harness. Customer states the vehicle was towed into the DLR due to the fact that the vehicles wiring harness melted on the driver s side front light, the battery save mode came on, and then the ABS light came on and vehicle shut down. Customer could not get the vehicle to start and had to get the vehicle towed to the DLR. Customer seeking cost assistance for repairs and states the concern has presented in the past.

Agent contacted JD at All Star DLR (45486) at 318-445-1486 who states the vehicle has no diagnosis at this time. JD states they have no previous repairs where documented for the concerns.

Goodwill:

Vehicle is 2 years of age with 51000M currently on it.

- 1.Does the customer have prior history with current issue? YES
- 2.Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? NO
- 3.Is the customer the original owner of this vehicle? NO
- 4.Does customer have previous vehicle purchase history (new and used, household)? NO
5. Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? NO

Currently no diagnosis on the vehicle, customer will contact CAC with diagnosis of the vehicle.

Reassigned to JR1305 For Survey Bypass No Diagnosis.

Next Agent: If repairs are related to M10 recall for the ABS/ESC wiring harness recall repairs can be recompleted. If repairs are not related to recall concerns customer does not meet the goodwill matrix and will be declined.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
Survey By Pass - No Diagnosis

Customer called because he is seeking cost assistance for the wiring harness and the alternator. The wiring harness caused the alternator to go out. Customer was advised to have the diagnosis done. Agent stated they will finish sending the information to the CM for consideration.

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

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? Dealer

Code: 63- 45486 Dealer Name : ALL STAR DODGE CHRYSLER JEEP RAM

Reassigned to 88F

Status update provided via email to the following email address:

[REDACTED]  
My name is Melissa and I have been assigned as your case manger.

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

Your case number is [REDACTED]

The Chrysler case management telephone number is: 800-763-8422 my direct extension : 66387

My work hours 7am-330pm Monday-Friday

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

Thank you melissa

End of Status Update

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

3rd owner

No other vehicles in household

No Service Contract

Out of warranty 3/36 by under by years 15000 miles

Still under POWERTRAIN

Writer talked with Service Advisor Yvonne. Writer asked what the diagnosis is on the vehicle. SA said alternator has shorted out, may need a battery and wiring harness needs to be replaced do from being melted. Writer asked how the wiring harness melted. SA said it would have had to over heat, not sure how the alternator shorted out. Customer has rented there own rental vehicle. SA said not loyal to the dealer and has 53020 miles on the vehicle.

Emailed Service Manger

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

Left message.

Customer called in to speak to his CM. Agent advised customer of CM extension and transferred customer for further assistance.

Customer calling in asking to speak with his CM agent gave customer number and ext as per line 52-53. Agent warm transferred customer to CM voice mail to leave a message. Customer thanked agent.

[REDACTED] calling to speak with Case Manager MH1301. Writer transferred customer over to ext 66387.

Phone numbers: verified both

Email: [REDACTED]

Email from Dealer 45486

Alternator is not functioning as intended, which killed the battery.

The harness is an on-going issue with these cars and has melted on the driver s side.

Email from Writer

harness how do you make it melt

Email from Dealer 45486

Over-heat it by running more current through the wire in the harness than it was designed to handle. Best guess would be a bad connection with the light connector at the end of the harness. The headlamps do require a significant amount of power to function.

There is a recall for some 2011 -12 Chargers with the same issue

Writer found RC-M10-12 Safety Recall M10 - ABS/ESC Wiring

Status update provided via email to the following email address:

[REDACTED]  
Hi this is Melissa.

I wanted to let you know the dealer got back with me on what they found out. I do want to help you get it repaired.

End of Status Update

Email from Dealer 45486

We ll be doing the repairs, the ALT and labor for the ALT have been adjusted and we ll goodwill the harness for him.

1st attempt made to contact customer. Left message. See if dealer gave good will decision to customer

Email from Writer

Are parts on order

Email from Dealer 45486

Parts on stock

Writer called to speak with Service. Writer talked with Service Advisor JD. Writer asked how the repairs went. SA said the vehicle left yesterday.

1st attempt made to contact customer [REDACTED]. Left message. Close case 10/14

Status update provided via email to the following email address:

[REDACTED]

Hi this is Melissa.

I wanted to see how your vehicle since back dealership. If your vehicle is doing fine you don t need to call us back and if your vehicle is having a problem call us back at 800-763-8422 Ext 66387, again if y our vehicle is doing fine you don t need to call back. We will close case 10/14.

End of Status Update

1st attempt made to contact customer [REDACTED] Couldn t leave a message.

2nd attempt made to contact customer [REDACTED] Couldn t leave a message.

Writer let customer know we are closing out case.

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

Reviewed.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 10/08/2013                           | <b>Built Date</b> | 04/19/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 04/20/2011 | <b>Mileage</b>                   | 46,000           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |             |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |             |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |             |

|                       |                 |                     |    |                   |       |  |
|-----------------------|-----------------|---------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 49944           | MAROONE D/NATIONAL  |    |                   |       |  |
| <b>Dealer Address</b> | 8600 PINES BLVD |                     |    |                   |       |  |
| <b>Dealer City</b>    | PEMBROKE PINES  | <b>Dealer State</b> | FL | <b>Dealer Zip</b> | 33024 |  |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   | [REDACTED]    |
|                | UPPER DARBY PA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                        |
|---------------------------------------------------------------------------|--------------------------------------------------------|
| Corporate - Complaint Contact - Default - Default - Default               | Customer is having reoccurring issues with the vehicle |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer states the alternator needs to be replaced    |

Briefly summarize why the customer is contacting Chrysler: Customer states he has had the same problem reoccurring with the vehicle for the past year the customer has owned the vehicle. Customer states he wants the dealership to buy the vehicle back.

Briefly summarize what the customer is expecting: Customer is expecting to have the dealership buy the vehicle back.

Agent Advised: Agent stated that the customer is not the original owner and is over the miles for agent to escalate case for buyback. Agent referred customer to the blue and white booklet that came with the vehicle. Agent stated the customer could also refer to the owners manual page 12 section G. Agent went back on the line and customer had dropped the call. Agent asked if the customer was on the line three times and stated the cac phone number and stated that the customer could call back and the next agent would be pleased to assist.

Customer states he needs to have the alternator replaced on his vehicle again. Customer states he brought the vehicle into the Frank C. Videon dealership for a diagnosis last year and was advised the battery needed to be replaced. Customer states he was in New Jersey shortly after they replaced the battery and his vehicle stopped working so he brought it to the Dodge Chrysler Jeep City dealership. Customer states they advised him he needed to have the alternator replaced on the vehicle. Customer states he explained to the dealership that the Frank C. Videon dealership recently replaced the battery. Customer states the dealership advised him at that time that the Frank C. Videon dealership should have replaced the alternator. Customer states he is having more issues with his vehicle.

Customer states he brought his vehicle into an IRF for a diagnosis and was advised that the alternator needs to be replace. Customer states he is no longer covered under warranty. Customer states Chrysler should cover the cost of the repair because the original dealership should have replaced the alternator when he first brought the vehicle in.

Agent contacted Frank C. Videon 05002 and spoke with SA Matt. SA Matt states the customer was in twice. SM Matt states the customer brought the vehicle into the dealership on 10/04/2012 because the vehicle died and

would not start. SM Matt states they preformed a diagnosis on the vehicle and it showed the battery needed to be replaced. SA Matt states they replaced the battery and once the battery was replaced everything was working correctly again. SA Matt states there were no signs that the alternator needed to be replaced.

Agent contacted Dodge Chrysler Jeep City 43272 and spoke with SA Aaron. SA Aaron advised the agent the customer was into the dealership on 11/06/2012 and they replaced the battery and alternator at that time. SA Aaron advised they agent they do not have any information showing the alternator should have been replaced when the customer brought the vehicle into the Frank C. Videon 05002 dealership.

Agent advised the customer that we are unable to provide cost assistance with the repair. Agent advised the customer there is no warranty coverage on the vehicle at this time. Agent advised the customer he should bring his vehicle into a certified dealership to make sure the alternator needs to be replaced.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

---



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG7  | BH [REDACTED]                    | <b>Open Date</b> | 10/09/2013                           | <b>Built Date</b> | 05/02/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/03/2011 | <b>Mileage</b>                   | 64,000           | <b>Dealer Zone</b>                   | 32                | NEW YORK   |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|               |       |                         |
|---------------|-------|-------------------------|
| <b>Dealer</b> | 44545 | GOOD BROTHERS DODGE INC |
|---------------|-------|-------------------------|

|                       |                      |  |  |  |  |  |
|-----------------------|----------------------|--|--|--|--|--|
| <b>Dealer Address</b> | 577 COLUMBIAN STREET |  |  |  |  |  |
|-----------------------|----------------------|--|--|--|--|--|

|                    |                |                     |    |                   |       |  |
|--------------------|----------------|---------------------|----|-------------------|-------|--|
| <b>Dealer City</b> | SOUTH WEYMOUTH | <b>Dealer State</b> | MA | <b>Dealer Zip</b> | 02190 |  |
|--------------------|----------------|---------------------|----|-------------------|-------|--|

|              |            |                     |           |
|--------------|------------|---------------------|-----------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | TELEPHONE |
|--------------|------------|---------------------|-----------|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                        |                |               |
|------------------------|----------------|---------------|
| BROCKTON MA [REDACTED] | <b>Country</b> | UNITED STATES |
|------------------------|----------------|---------------|

|                                                                            |                           |
|----------------------------------------------------------------------------|---------------------------|
| Product - Electrical - Battery - Other - Default                           | low battery light came on |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | out of basic warranty     |

Writer verified the customer s information to be correct.

\*\*\*\*\*

Briefly summarize why the customer is contacting Chrysler: Customer took the vehicle to a mechanic and the harmonic balancer is gone. Customer stated he went to a dealership who stated everything was fine. Customer stated he went to the dealership a couple of weeks ago when starting it sounds like the belt is loose today the light came on for low battery, it was suggested it may be the alternator. Customer stated he went to the mechanic and it was suggested the harmonic balance had snapped. Customer did not contact the dealership yet. Customer stated the mechanic stated not to drive it.

Briefly summarize what the customer expecting: Customer seeking assistance.

\*\*\*\*\*

Writer searched vip advising the customer of the recall attached to the vehicle and suggested the customer contact the dealership. Writer advised the customer if the component is under the basic warranty that warranty has expired the customer would have to pay for the repair. Writer advised the customer the power train warranty is still valid the dealership would have to determine if the part falls under that warranty. Writer offered to locate a dealership customer declined. AGent provided Scott Warda s address to address her complaint of a misdiagnosis.

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

[REDACTED]

|                       |                     |                                  |                  |                                      |                     |                         |
|-----------------------|---------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG2           | BH [REDACTED]                    | <b>Open Date</b> | 10/10/2013                           | <b>Built Date</b>   | 04/19/2011              |
| <b>Model Year</b>     | 2011                | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 04/20/2011          | <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>Color</b>          | PW7                 | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                 | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                 | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49944               | MAROONE D/NATIONAL               |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8600 PINES BLVD     |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PEMBROKE PINES      |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33024 |
| <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 - Electrical - Alternator/Voltage Regulator - Other - Default         | customer hoping for coverage |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | let owner know of recall     |
| Corporate - Survey By-Pass - D-12-27 - Default - Default                      |                              |

**NO diagnosis**

Briefly summarize why the customer is contacting Chrysler: Customer called in as he was having vehicle towed to dealership with what he thought was the alternator, customer states he only had 40000 miles and would he have to pay out of pocket. agent advised that alternator is part of basic coverage 3/36000 but until customer got diagnosis there was nothing we could do to assist. Customer has separate warranty as well. Customer will call back once he has a diagnosis. Customer would fall under d 12 24. Agent advised customer of the recall on the vin.

Briefly summarize what the customer is expecting: Cost assistance  
 Caller: [REDACTED]

Agent made no promises or commitments.

Briefly summarize why the customer is contacting Chrysler:

Customer called seeking cost assistance with repairs to the vehicle. Customer had his vehicle towed to dealer 60453 this morning as it broke down.

Customer was contacted and told he needs to replace his alternator and battery.

Customer meets D-12-27 parameters so agent called to the dealership.

Agent asked for Donovan SA who is taking care of the customer.

Donovan verified vehicle mileage is actually 47,664.

Donovan confirmed that the vehicle needs an alternator and a battery.

Estimate for repair is \$1153.91

Customer has never been to this dealership before.

This is not a customer that they would consider helping.

-

Customer said that there was a breathalyzer device in the vehicle which was just recently removed from the vehicle about a week ago.

Agent asked if he mentioned this to the dealership so that they can see if possibly this caused the problem with the alternator.

-

Customer is not the original owner.

Customer has not history of a concern with the battery or alternator.  
Customer states he owned a Dodge Magnum when he lived in MD.  
Customer did not purchase an MVP.

-

Briefly summarize what the customer is expecting:

Customer is seeking cost assistance with repairs.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Reassigning to DF314 for bypass as dealer declined goodwill

please close cair

Reassigning to DF314 for a bypass as per AC 22938 because dealer declined goodwill.

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

[REDACTED]

|                       |                         |                                  |                  |                                      |                     |                         |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG2               | BH [REDACTED]                    | <b>Open Date</b> | 10/10/2013                           | <b>Built Date</b>   | 05/02/2011              |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 05/03/2011              | <b>Mileage</b>                   | 52,000           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES             |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PDM                     | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT 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]              |
|                       | LANCASTER CA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                               |                            |
|-------------------------------------------------------------------------------|----------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default     | Customer seeking lemon law |
| Product - Electrical - Battery - Defective - Default                          | Customer seeking lemon law |
| Dealer - By-Pass - Default - Default - Default                                |                            |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall |                            |

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler because he is having multiple concerns with vehicle. Customer has owned vehicle for just over a year and has multiple electrical and mechanical concerns. Customer first brought vehicle to DLR 66667 in June for head gasket and cylinder replace, repairs covered under service contract. Vehicle now at DLR 52979 and has been told by DLR he needs new alternator and battery, not covered under service contract. Customer feels unsafe driving vehicle as he was driving vehicle and vehicle quit on him in the middle of traffic without warning. Customer is concerned of this happening again on a freeway and him being injured. Customer seeking buy-back because he does not feel safe driving vehicle. Briefly summarize what the customer is expecting: Customer is expecting buy-back.

Agent accessed AnswerCONNECT id 23673. Agent phoned DLR 52979 and spoke with SA Alfred. SA confirms diagnosis of new alternator and battery of not being covered under warranty.

Called dealership 52979 to confirm details of diagnosis.

Asked for SA Alfred. Spoke with Alfred.

What is the diagnosis? New battery and alternator

Is the concern a result of misuse/abuse/lack of maintenance? No

Could the customer have caused/prevented concern? No

Is the concern related to age and mileage? No

Is vehicle maintained? Yes

What is the general condition of the vehicle? Good

Have there been any previous related repairs? No

Have there been a previous out-of-pocket repairs? No

\*If unable to duplicate concern,

\*Have you had an opportunity to do a test drive with the customer?

\*Has STAR been contacted? (If yes, obtain STAR case #)

What is the estimated cost of the repair? \$953.70 plus tax



When could it be completed? Few days once customer agrees to pay for repairs.

Do you feel this customer should receive assistance? N/A

Has this customer been provided assistance previously? No

Would you be willing to provide assistance? N/A

Customer informed a call back is required and will take place within 1-2 business days.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

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

Reassigned to 91L

\*\*\*\*\* 91L Review \*\*\*\*\*

CUSTOMER UPDATE: Customer called inquiring about status of vehicle with regards to buy-back process. Writer advised customer that he is still within the 1-2 business day callback. Writer advised customer that he should hear back from a CM by the end of business tomorrow.

\*\*CUSTOMER CONTACTED CAC\*\*

Customer called in stating they that they had a missed call back agent apologized for the two day exceeded wait and explained that they have until Thursday for a 5 BUSINESS DAY WAIT.

Customer agreed and the call was ended after giving case number.

Called owner and explained have forwarded case to Dealer to use all corporate resources to resolve vehicle issue. Advised owner to keep in touch with SM for most current status and if he is not contacted within 5 business days to call me at 888-542-7239, ext 2166.

\*\*\*\*\* 91L Review \*\*\*\*\*

Owner is seeking relief under the California state

1. What does the customer allege is wrong with the vehicle? ALTERNATOR AND BATTERY NEED TO BE REPLACED

2. Was the vehicle purchased new and used? USED

3. If used, what number owner is the customer and what was the mileage? 2ND OWNER / 30,155 MILES

4. Is customer claiming # of repair attempts or # of days out of service? REPAIR

5. Does the condition described by the customer still exist? YES

Customer has been referred back to the dealership.

Reassigned to the West Business Center (TMT).

Customer was contacted today at (10:58am).

Customer was provided with agent s name and extension

if the customer needs to re-contact the agent.

Customer was informed they should be contacted within 5 business days.

101613 Reassigned to am jsc9 to review and respond to owners request for lemon law relief tmt \_

Customer called to see status of case. Agent advised lines 75-76 - told customer case was reassigned and he should hear something by end of day tomorrow. Agent advised customer to call back if he doesn t.

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

Jeffrey Clark

on 2013-10-22 @ 19:28

10/22/13 AM JSC9 received notification to contact customer today. Today is considered 4th Business day and planning on contacting customer tomorrow 10/23/13. JSC9

Customer called back in requesting a call back immediately from his case manger.

10/25/13 AM JSC9 attempted to contact customer today. Someone answered (female) and stated that she would have to call him and have him call me back. Asked if she had my number come up on Caller ID - stated yes. Told them I would wait for his call. Call was placed at 10:45am. JSC9

11/4/13 AM JSC9 received call from customer today. After reviewing Service records and at this time, Chrysler Group, LLC will not be responsible to replace or repurchase the customers vehicle. Customer was given answer and although mildly upset, understood. Customer explained that he has been without a vehicle for 3+ weeks, explained to customer that he was notified by the dealer on 10/10/13 (2 days after dropping off vehicle) that he was going to need a new battery & alternator after diagnosis. This repair was not going to be covered under warranty. Customer by his own choosing has left his vehicle down for 26 days while waiting for an answer from



Chrysler on his LL request. AM JSC9 is closing CAIR as final resolution has been determined. JSC9 \_

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

[REDACTED]

|                       |                      |                                   |                  |                                      |                     |               |
|-----------------------|----------------------|-----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG8            | CH [REDACTED]                     | <b>Open Date</b> | 10/14/2013                           | <b>Built Date</b>   | 08/24/2011    |
| <b>Model Year</b>     | 2012                 | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 08/25/2011           | <b>Mileage</b>                    | 62,000           | <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>         | ERB                  | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |               |
| <b>Dealer</b>         | 66439                | HOWARD WILSON CHRYSLER JEEP INC   |                  |                                      |                     |               |
| <b>Dealer Address</b> | 4000 LAKELAND DRIVE  |                                   |                  |                                      |                     |               |
| <b>Dealer City</b>    | JACKSON              | <b>Dealer State</b>               | MS               | <b>Dealer Zip</b>                    | 39232               |               |
| <b>Owner</b>          | [REDACTED]           |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]           |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | CANTON MS [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                                   |
|----------------------------------------------------------------------------|-----------------------------------|
| Corporate - Recall - Default - Default - Default                           | no recalls                        |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | overheated and melted the battery |
| Corporate - Warranty Coverage - Default - Default - Default                | warranty cioverage                |
| Corporate - Property Damage - Default - Default - Default                  |                                   |
| Corporate - Survey By-Pass - D-12-27 - Default - Default                   |                                   |

Briefly summarize why the customer is contacting Chrysler:

Customer states the alternator cause the battery to melt  
The pcm may have also been affected.

Briefly summarize what the customer is expecting:

The vehicle was towed to the dealership on Friday.

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 is out of warranty for the repair

Called dealership Dealership codeÜ to confirm details of diagnosis.

Asked for Service Manager nameÜ. Spoke with SM or Service Advisor nameÜ.

What is the diagnosis? The alternator shorted the battery and possibly the pcm

Is the concern a result of misuse/abuse/lack of maintenance? No

Could the customer have caused/prevented concern? No

Is the concern related to age and mileage? Yes

Is vehicle maintained? Yes

What is the general condition of the vehicle? Good

Have there been any previous related repairs?

Have there been a previous out-of-pocket repairs? No

\*If unable to duplicate concern,

\*Have you had an opportunity to do a test drive with the customer?

\*Has STAR been contacted? (If yes, obtain STAR case #)

What is the estimated cost of the repair? n/a

When could it be completed? n/a

Do you feel this customer should receive assistance?Yes

Has this customer been provided assistance previously?

Would you be willing to provide assistance? (co-pay, D-12-27, discount)

dealership offering discount on labor

Reassigned to br379 (offered goodwill on labor)

Customer is seeking legal advice.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 10/15/2013                           | <b>Built Date</b> | 04/14/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/20/2011 | <b>Mileage</b>                   | 53,000           | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                        |                                    |               |                   |       |  |
|-----------------------|------------------------|------------------------------------|---------------|-------------------|-------|--|
| <b>Dealer</b>         | X7415                  | VANGUARD CAR RENTAL, WARRANTY DEPT |               |                   |       |  |
| <b>Dealer Address</b> | 6929 N LAKEWOOD AVE.   |                                    |               |                   |       |  |
| <b>Dealer City</b>    | TULSA                  | <b>Dealer State</b>                | OK            | <b>Dealer Zip</b> | 74117 |  |
| <b>Owner</b>          | [REDACTED]             | <b>Contact Type</b>                | TELEPHONE     |                   |       |  |
| <b>Address</b>        | [REDACTED]             | <b>Home Phone</b>                  | [REDACTED]    |                   |       |  |
|                       | PINETOPS NC [REDACTED] | <b>Country</b>                     | UNITED STATES |                   |       |  |

Product - Electrical - Alternator/Voltage Regulator - Defective - Default

Calling in for cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer was told by a previous agent to call in when the vehicle has been diagnosed for good will assistance. Vehicle was brought to the dealership and the diagnosis shows the alternator is gone . The dealership confirmed that the alternator caused the battery to be not chargeable anymore.

Briefly summarize what the customer is expecting: Customer is looking for goodwill.

Who has possession of the vehicle? Dealer Farris Chrysler Dodge Jeep

1.Does the customer have prior history with current issue? NO

2.Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? NO

3.Is the customer the original owner of this vehicle? NO

4.Does customer have previous vehicle purchase history (new and used, household)? NO

5. Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? Must be a MVP contract, not an aftermarket NO

Agent advise the customer that due to time and mileage there is no assistance that Chrysler can provide at this time.

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

[REDACTED]

|                      |            |                              |                  |                                      |                   |            |
|----------------------|------------|------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG7  | CH [REDACTED]                | <b>Open Date</b> | 10/16/2013                           | <b>Built Date</b> | 12/06/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/07/2012 | <b>Mileage</b>               | 23,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PX8        | BLACK CLEAR COAT             |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE       |                  |                                      |                   |            |
| <b>Transmission</b>  | DFG        | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                   |            |

|                |                       |                     |               |
|----------------|-----------------------|---------------------|---------------|
| <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 |

|                                                                    |                               |
|--------------------------------------------------------------------|-------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Information Request | Agent advised of open recall  |
| Product - Electrical - Battery - Defective - Default               | Customer needed a new battery |
| Corporate - Survey By-Pass - Unable To Reach - Default - Default   |                               |

Briefly summarize why the customer is contacting Chrysler: Customer called to find out how to be reimbursed for his battery. The vehicle had died after hours and he had to purchase a battery elsewhere. Agent advised of the address to send his receipts in for review of reimbursement. Agent advised of open recall. Customer surprised at the dealership didn't fix it when the vehicle was towed there yesterday.

Briefly summarize what the customer is expecting: Customer will call NAPLETONS CHRYSLER to find out why they didn't fix the recall. Confirm name and address matches COIN & HPIMS: yes, and updated address Any open recalls: yes N07 SEAT WIRING HARNESS CONNECTORS Name of person writing in [REDACTED]

Does customer have an e-mail address: None on file

Concern: customer is seeking reimbursement for purchase of new battery after alternator allegedly failed during none service hours and customer had to go to a auto parts retailer for battery, according to the time on the receipt it was after hours. Customer is original owner of the vehicle but only owns the one chrysler vehicle. Please see case [REDACTED] for documents mailed in for reimbursement consideration.

Reviewed previous files: cair number [REDACTED] shows vehicle was towed to customers home because of issues and these are issues customer was seeking reimbursement for.

reassign to 86Y

\*\*\*\*\*Writer acknowledges this is consideration for warranty reassigning to 86H.

\*\*\*\*\*

Writer verified the customer's information to match coin and the letter sent by the customer in cair number [REDACTED] - 10/25/2013 - 10/25/2013.

\*\*\*\*\*

Writer located mileage: Last Repair 10/16/2013 @ 23219 M

Mileage at the time of alternator repair: 23219 M

Customer stated mileage: 23000 M

\*\*\*\*\*

Customer stated in the letter sent the battery had been purchased after hours on a Saturday night - 10/12/13 - Invoice sent shows this date as well - time - 21:48 (9 pm.)

Customer is requesting reimbursement for the battery as the vehicle was then towed to the dealership the following Tuesday 10/15/13 to have the alternator replaced.



\*\*\*\*\*

Writer located car for Road side: 24072253 - 10/15/2013 - 10/15/2013 -  
towed to - DEALER CODE : 69932 NAPLETON S NORTH PALM/NAPLETON.  
Writer located in claims: [REDACTED] - 10/16/2013 - 10/16/2013 CLAIM -  
WARRANTY - 23219 M - PAID: \$740.40 - Generator.

\*\*\*\*\*

Customer sent in the receipt showing the battery purchase.

\*\*\*\*\*

The Advanced Auto parts receipt - 09301- shows the date as 10/15/13 -  
also on the receipt it shows the original purchase date of - 08/ 06/13.

\*\*\*\*\*

Writer will call Advanced Auto parts @ 561-745-0607 - time - 11:21 am.

\*\*\*\*\*

Writer spoke with Norm asking if the date on the invoice is correct for  
the original purchase of the battery. Norm asked for the bar code and  
then the customer phone number to locate the information.  
Norm stated original purchase was \$166.99 in August in October the  
customer brought the battery back and it was replaced under the warranty  
for the battery.

\*\*\*\*\*

Writer will contact the customer to advise the receipt shows a battery  
purchased on 08/06/13 the second battery had been replaced under this  
warranty neither battery is a Mopar warranted battery reimbursement will  
not be provided.

\*\*\*\*\*

Writer will call - [REDACTED]

\*\*\*\*\*

Writer will make the first attempt to contact the customer @ [REDACTED]  
- time - 10:02 am.

\*\*\*\*\*

Writer left a message this call is for MANNY OLIVERA from Debbie of  
Chrysler in regards to a receipt received for the 2012 DODGE CHARGER.  
Writer supplied 855-675-9291, extension 4718492 and car number [REDACTED]

\*\*\*\*\*

Writer will make a second attempt to contact the customer @ [REDACTED]  
- time - 10:41 am.

\*\*\*\*\*

Writer left a message this call is for MANNY OLIVERA from Debbie of  
Chrysler in regards to a receipt received for the 2012 DODGE CHARGER.  
Writer supplied 855-675-9291, extension 4718492 and car number [REDACTED].

\*\*\*\*\*

Writer will make a third attempt to contact the customer @ [REDACTED] -  
time - 2:59 pm.

\*\*\*\*\*

Writer message this call is for MANNY OLIVERA from Debbie of Chrysler in  
regards to a receipt received for the 2012 DODGE CHARGER. Writer supplied  
855-675-9291, extension 4718492 and car number [REDACTED].

\*\*\*\*\*

Writer will reassign to TL for the addition of a survey by pass as the  
customer has not responded.

Customer asked to speak with his CM. Agent transferred him to the CM.

\*\*\*\*\*

Writer received a voice message from the customer dated November 20,  
11:21 am. Customer seeking reimbursement for a battery. Customer did  
not leave a phone number for contact.

\*\*\*\*\*

Customer contacted CAC requesting to speak with Case Manager Debra.  
Agent provided customer with White Mail Case Management phone  
855-675-9291, as well as customer CM extension 4718492.  
Agent transferred customer through to DW690 extension.

\*\*\*\*\*

Writer received a call from the customer. Writer advised the cost of the  
battery will not be reimbursed as the vehicle was not taken to the  
dealership to see if this was the concern. Customer stated he did not  
know it was the alternator and not the battery. Writer apologized  
advising the replacement is not a Mopar battery the battery was not  
tested to see if it had failed.

Customer became vulgar and ended the call.

Writer was not able to advise warranty covered a defective battery this  
battery was not defective the customer advised it was the alternator.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                                    |               |                                      |            |
|-----------------------|--------------------------|------------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG5BH [REDACTED]   | <b>Open Date</b>                   | 10/18/2013    | <b>Built Date</b>                    | 01/25/2011 |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 03/03/2011               | <b>Mileage</b>                     | 43,152        | <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>         | ERB                      | 3.6L V6 24V VVT ENGINE             |               |                                      |            |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |            |
| <b>Dealer</b>         | 24237                    | GO CHRYSLER JEEP WEST              |               |                                      |            |
| <b>Dealer Address</b> | 16300 WEST COLFAX AVENUE |                                    |               |                                      |            |
| <b>Dealer City</b>    | GOLDEN                   | <b>Dealer State</b>                | CO            | <b>Dealer Zip</b>                    | 80401      |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                  | [REDACTED]    |                                      |            |
|                       | LAKWOOD CO [REDACTED]    | <b>Country</b>                     | UNITED STATES |                                      |            |

|                                                                               |                           |
|-------------------------------------------------------------------------------|---------------------------|
| Product - Electrical - Battery - Other - Default                              | Had to replace 3 times    |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default     | Had to replace alternator |
| Product - Electrical - Radio/Spkr/Clock/Antenna - Other - Default             | no audio working          |
| Product - Electrical - Reverse Camera - Intermittent or Inoperative - Default | not working               |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default        |                           |
| Product - Electrical - Body Control Module - Defective - Default              |                           |

Briefly summarize why the customer is contacting Chrysler: Customer stated he has ongoing concerns with vehicle. Customer stated two weeks ago customer had to replace the third battery and the alternator. Customer now there is no audio working at all. Customer stated the back up system is not working as well. Customer stated back up system is not working as well.

Briefly summarize what the customer is expecting: Customer is expecting repair resolution. Customer is expecting cost assistance. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: no 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? 24237

Autonation  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District N \*\*\*\*\*  
 Ardra ext 66238  
 BASIC 36 Months or 36,000 Miles 0 March 3, 2014 Expired (Odometer)  
 POWERTRAIN 60 Months or 100,000 Miles 0 March 3, 2016 28 Months or 58,000 Miles  
 Service contract Essential care Expiration Date/Odometer: July 10, 2015 @ 999,999 Miles Maximum Care expiration Date/Odometer: July 10, 2015 @ 999,999 Miles  
 DCC VIN S OWNED: 1 CURRENTLY OWNS: 1  
 Household 2 new 1 used  
 Called dealership to speak to the sm, writer was advised that the sa working on customers vehicle is [REDACTED] and he would know more. Writer advised Michael sa that the customer is looking for goodwill



assist and this would fall in the dealerships parameters. Michael sa advised writer to callback on Monday.

Writer attempted to contact dealer 24237 at 303-278-0101;

Writer spoke with SM Craig (SM). Writer advised that the case is within dealer parameters, and will be sending the case over to the dealer. SM acknowledged.

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

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the

limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

#####

REASSIGNED TO BC/DLR 74 24237 10/21/13 12:54 O 24090357

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

Customer stated concerned because of many problems. Writer advised dealer has case. customer has had many Chrysler products. Writer advised if the problem continues, writer will get a STAR case set up and get the issue resolved. Customer acknowledged and disconnected.

AREA MANAGER FOLLOW UP WITH SERVICE ADVISOR AT SERVICING DEALERSHIP. SERVICE ADVISOR ADVISED AREA MANAGER THAT CUSTOMER HAS APPOINTMENT ON MONDAY 10-28 TO ADDRESS BACK UP CAMERA ISSUE AT THAT TIME. GOODWILL WILL ISSUE WILL BE ADDRESSED AFTER VEHICLE IN DIAGNOSISED.

Writer attempted to contact dealer 24237 at 303-278-0101;

Writer spoke with SM Craig. SM stated customer repairs are complete. SM advised will complete the documentation and reassign back to CM. Writer advised will call customer after that is finished.

Writer attempted to contact customer at [REDACTED];

Writer spoke with customer. Customer stated still might be having problems. Customer states has not driven vehicle very often since the repair, but is afraid that the backup camera sound is not working. Writer advised customer to call in within two days, and if something happens within that time, the case will be open, but if nothing happens, and then the case will be closed. Customer acknowledged and gave permission to close the case within the specified amount of time.

Writer will close case due to no response.

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

Writer attempted to contact dealer 24237 at 303-278-0101;

Writer spoke with SM Craig. SM stated mileage - 43152. repair was body control module reset. Writer will update COIN.

---

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

[REDACTED]

|                       |                            |                                  |                  |                                      |                   |            |
|-----------------------|----------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG1                  | BH [REDACTED]                    | <b>Open Date</b> | 10/22/2013                           | <b>Built Date</b> | 02/10/2011 |
| <b>Model Year</b>     | 2011                       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/28/2011                 | <b>Mileage</b>                   | 65,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PDM                        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 45148                      | JACKSONVILLE CHRYSLER JEEP DODGE |                  |                                      |                   |            |
| <b>Dealer Address</b> | 11101 NURSERY FIELDS DRIVE |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | JACKSONVILLE               | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 32256             |            |
| <b>Owner</b>          | [REDACTED]                 |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                 |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | JACKSONVILLE FL [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                           |                                                               |
|---------------------------------------------------------------------------|---------------------------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default               | Customer seeking warranty information                         |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer stated she needs a new alternator put in her vehicle |
| Product - Electrical - Battery - Complete Failure - Default               | Customer stated she needs a new battery put in her vehicle    |

Briefly summarize why the customer is contacting Chrysler:

Customer called stating she has a 2011 Dodge Charger and her vehicle is currently at Jacksonville Chrysler Jeep Dodge due to some issues she was having with the vehicle.

Customer stated her vehicle had been diagnosed and she was informed that she needed a new alternator and battery. Customer stated she was advised these repairs would cost over \$1000.00 to be repaired.

Customer stated she does not have that kind of money to cover the costs to have her vehicle fixed.

Customer stated she wanted to know if these parts would be covered under any warranty coverage she currently has on her vehicle.

Customer stated she has been at the dealership for 4 hours as they do not have a shuttle service.

Customer stated she had dealt with Service Manager AI in regards to her vehicle diagnosis and cost of repairs.

Briefly summarize what the customer is expecting:

Customer is seeking possible cost assistance in regards to having her repairs completed.

-

Agent advised customer of her warranty coverage for her vehicle as per VIP.

Agent contacted Dealership, Dealer Code 45148 and spoke with Service, and was informed the SM AI had gone home for the night and would be back in the following morning at 7:00am for further assistance. Agent requested information on the vehicle in regards to the diagnosis and the Service Department was not able to inform me of any information on the current situation of the vehicle, and advised SM AIs associate was on a call with someone at the time and was unable to take the call, and advised agent to contact back at 7:00am to speak with SM AI. Agent informed service of what the customer had stated about there not being a shuttle service or anyone to bring her home and that she has sat there for 4 hours waiting

for her husband to get off work to pick her up. Service stated they do have a shuttle service to bring customers home while their vehicles are being fixed and didn't understand why the customer would have been informed differently.

Agent advised customer of shuttle services and advised customer that SM AI had gone home for the night and would return the following morning at 7:00am. Agent advised customer that his associate was on the phone with another call and was unable to speak with him. Agent advised customer that we would need to get the diagnosis and situation from the dealership before we could look into possibly assisting with the cost for the repairs. Customer understood.

Agent advised customer her case would be reassigned to our resolution team so a call back to the dealership could be done at the soonest possible time, so that a resolution could be made.

Agent requested customer contact information and advised the customer if she does not hear anything back from us by end of business day tomorrow to give us a call back for further assistance. Customer understood.

-

Reason for Dealer Contact: Requesting diagnosis information and situation of the vehicle.

Dealer Code: 45148

Dealer Personnel Required: SM AI or his associate

Customer's Preferred Method of Contact: Phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: [REDACTED]

Reason for assigning to Resolution Team: Unable to get in contact with SM AI at Dealership

-

Assigned to 86T

DEALER CONTACT: Writer called dealer 45148 and spoke with SM AI who advised that dealer did a courtesy diagnosis and vehicle required battery and alternator and customer declined repairs and towed vehicle from dealer.

CUSTOMER CONTACT: Writer called customer at [REDACTED] and customer advised that she has had her vehicle repaired at an IRF and vehicle seems to be operating fine at this time.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |                     |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|---------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG3              | BH [REDACTED]                    | <b>Open Date</b>    | 10/23/2013                           | <b>Built Date</b>   | 03/04/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 04/04/2011             | <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>Color</b>          | PSC                    | BILLET METALLIC CLEAR COAT       |                     |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT 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> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]             |                                  |                     |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | TEMECULA CA [REDACTED] |                                  |                     |                                      | <b>Country</b>      | UNITED STATES |

|                                                                       |                                                                    |
|-----------------------------------------------------------------------|--------------------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer stated his alternator shorted out                         |
| Product - Electrical - Battery - Other - Default                      | Customer states the alternator caused him to require a new battery |

Briefly summarize why the customer is contacting Chrysler: Customer stated that his alternator shorted out and cause his battery to fail. Customer stated that he has a 2001 Toyota with 140000 miles on it that he has never had to replace the alternator. Customer states he wants an address to write a complaint letter to.

Briefly summarize what the customer is expecting: Customer is seeking \$1100 for the repair/replacement of his alternator and battery + labour. Customer is seeking an address to write a complaint to. Agent called Dch Chrysler Jeep Dodge of Temecula 45189 (951) 676-0010 and spoke to Brian Smith in Service. Agent verified that there was no defect in workmanship. Agent advised that customer may qualify for D-12-27 on their end. Brian advised that he does not feel he is loyal and only has oil changes at the dealership.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

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

[REDACTED]

|                       |                          |                                  |                     |                                      |                     |               |
|-----------------------|--------------------------|----------------------------------|---------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG0                | BH [REDACTED]                    | <b>Open Date</b>    | 10/24/2013                           | <b>Built Date</b>   | 02/15/2011    |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 07/31/2011               | <b>Mileage</b>                   | 46,913              | <b>Dealer Zone</b>                   | 35                  | WASHINGTON    |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>       | U                                    | US                  |               |
| <b>Color</b>          | PBV                      | BLACKBERRY PEARL COAT            |                     |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                     |                                      |                     |               |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                     |                                      |                     |               |
| <b>Dealer</b>         | 66320                    | DARCARS CHRYSLER JEEP DODGE OF   |                     | MARLOW HEIGHTS                       |                     |               |
| <b>Dealer Address</b> | 5060 AUTH WAY            |                                  |                     |                                      |                     |               |
| <b>Dealer City</b>    | TEMPLE HILLS             |                                  | <b>Dealer State</b> | MD                                   | <b>Dealer Zip</b>   | 20746         |
| <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 - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator has shorted out, needs to be replaced        |
| Product - Electrical - Battery - Other - Default                      | Battery needs to be replaced due to alternator shortage |
| Corporate - E-Reimbursement - Default - Default - Default             |                                                         |

Briefly summarize why the customer is contacting Chrysler: Customer is seeking cost assistance. Customer states that they need their alternator and battery replaced and are being quoted \$1400 for the repair. Customer states they feel this was due to a malfunction in Chrysler s vehicle and does not feel they should pay for the repair. Agent called the DLR Darcars Chrysler 66320 to verify the diagnostic and get the VIN as the customer did not have it. Agent spoke with SA Aaron. SA states that the alternator shorted out and the battery had bad seals so both need to be replaced. SA states the vehicle does have 46,000 miles so they are 10,000 miles so they can not cover the repair. Agent informed the customer that their request will be sent to case management to see if there is any way we can assist with the repairs. Agent confirmed the customers contact number. Customer thanked the agent and disconnected the call.

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

\*\*\*\*\*

Customer is the original owner  
 Customer purchased a MVP  
 Customer is loyal to Chrysler dealerships.

\*\*\*\*\*

Who has possession of the vehicle? Dealership  
 Has an authorized dealer diagnosed the vehicle? Yes  
 If a CDJR dealer has diagnosed, what is the dealer name and code? Darcars Chrysler 66320

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is: [REDACTED]

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to: 88F

Customer is calling seeking to get seek if they can get cost assistance. Agent informed the customer that a request has been sent up to a CM they just need to review the file first and they should get a call back as

soon as possible.

Customer stated the vehicle has the repairs completed on the vehicle and is ready to be picked up. Customer seeking the answer if he can get cost assistance before he wants to get the vehicle.

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

Status update provided via email to the following email address:

[REDACTED]  
My name is Sierra I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Your case number is [REDACTED]

Dodge Case Management telephone number is 1-800-763-8422.

My direct extension is 66173.

My work hours are 10:00-6:30 EST Monday-Friday.

I am currently reviewing your case and will contact you by telephone to review your case with you shortly.

End of Status Update

Agent contacted dealer phone number dialed, 301-423-5111. SA Aaron verified mileage 46,913. SA Aaron stated that the customer did not cause this, it was an internal short. Customer could not have prevented it.

Agent advised that will look into a possible partial reimbursement for the customer. Agent thanked SA and advised that agent would call back with any other questions.

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

Agent left message advising customer to return call to discuss case.

Customer contacted agent. Customer stated that has recently been out of work and cannot afford to pay for this. Agent advised that because the repairs have been authorized by customer and already completed, there is nothing that can be done to pre-authorize the repairs. Agent informed that will look into a possible reimbursement if customer got the vehicle, then sent in an invoice and proof of payment. Customer stated that will need time to figure out how he will pay for this. Customer requested agent follow up on next friday to give him time to do this.

Customer left message stating that vehicle has been picked up.

Agent contacted customer phone number dialed, [REDACTED]. Agent advised that would send customer a documentation link and include the fax number as well so that customer could send in doucements. Customer thanked agent.

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

[REDACTED] on 2013-10-30 @ 12:54

Customer calls to speak with their Case Manager.

Transferred the customer to SL690 voicemail at ext 66173.

ALTERNATE PHONE NUMBER: declined

MR [REDACTED] called to speak with their Case Manager. Transferred the customer to BD729 at ext 66021

Writer accepted a call from the customer. Customer was provided the fax number so he can send in the documents for review

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

kh534@chrysler.com on 2013-11-06 @ 15:28

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

Customer Document Reviewed.

Agent contacted dealer phone number dialed, 301-423-5111. SD Mark agrees with SA Aaron that the point of failure was an internal short, however states that they did not assist as customer has not been into the dealer for maintenance, and dealer is not the selling dealership. Lack of dealer loyalty and the fact it is ten thousand miles out of warranty are the reasons why SD Mark declined goodwill assistance to the customer. SD Mark stated that he spoke with a case manager on the 24th about this customer and told them this. Agent thanked SD Mark and advised would call back with any further questions.

Agent contacted customer phone number dialed, [REDACTED]. Left message with case update and advised of a follow up of no later than Friday 11/8/2013.

Agent contacted customer phone number dialed, [REDACTED]. Customer unavailable.

[REDACTED] called requesting to speak to CM SL690. Writer warm transferred customer to CM for further handling.

Customer contacted agent. Agent offered to reimburse the customer for the alternator parts and labor costs, coming to a total of \$945.95. Customer thanked agent and stated that he is very satisfied with the outcome.

Customer verified name and address is correct. Agent inquired if the

customer was completely satisfied and customer replied that he definitely is, customer has no further concerns. Agent advised customer to call Dodge customer care with any future concerns.

accepts and verifies the check should be mailed to the following name and address:

WASHINGTON, DC-

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for faulty alternator

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

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

Enter the Mileage at the time of the repair.

46,913

Enter the Date when the repairs were completed.

10/24/2013

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

\$581.00

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

\$364.95

What is the total Tax to be reimbursed?

0

What is the total amount being reimbursed?

\$945.95

\*\*\*\*End structured narrative T2 - eReimbursement

Writer has reviewed case and documents. Please submit check.

---



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

[REDACTED]

|                       |                          |                                    |                  |                                      |                   |            |
|-----------------------|--------------------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG9                | BH [REDACTED]                      | <b>Open Date</b> | 10/28/2013                           | <b>Built Date</b> | 02/10/2011 |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 07/26/2011               | <b>Mileage</b>                     | 63,947           | <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>         | ERB                      | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |
| <b>Dealer</b>         | 42631                    | LANDMARK DODGE CHRYSLER JEEP       |                  |                                      |                   |            |
| <b>Dealer Address</b> | 6850 MOUNT ZION BLVD     |                                    |                  |                                      |                   |            |
| <b>Dealer City</b>    | MORROW                   | <b>Dealer State</b>                | GA               | <b>Dealer Zip</b>                    | 30260             |            |
| <b>Owner</b>          | [REDACTED]               |                                    |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]               |                                    |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | UNION CITY GA [REDACTED] |                                    |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                       |                                          |
|-----------------------------------------------------------------------|------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer states her alternator is broken |
|-----------------------------------------------------------------------|------------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information on what to do about her vehicle. Customer stated that she has been having problems with her vehicle. Customer states that she has taken the battery out and has been to the dealerships 5 or 6 times since she has bought the vehicle in June 2nd 2012. Customer states the vehicle wont start. Agent asked the customer if she had a diagnosis done recently. Customer stated she hasn t. Agent advised the customer to bring the vehicle into the dealership to get a diagnosis done and she can call us back once she has the diagnosis completed. Customer stated she will do that.

Briefly summarize what the customer is expecting: Customer seeking cost assistance with her vehicle.

Reassign to SJ372 for no diagnosis

Customer called in stating the vehicle is at the dealership and needs a part.

CA JP1353 advised customer acair will be open and a CM will be contacting the customer back.

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

Survey By Pass - No Diagnosis

Customer called and states she has had the vehicle diagnosed at DLR#42631.

Agent spoke with SA Teresa who stated to agent that vehicle needs a new alternator at a cost of \$920.00

SA Teresa also states that customer had a Service Master contract that ran out at 60,000 miles .

Agent noticed that customer also has a SC that dosent reun out until 100,000miles

Agent advised customer that case has been sent to a CM and a CM will be calling the customer back regarding cost assistance.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating she has a case set up already. Cair number stated by customer is [REDACTED]. Writer looked up case by the case number but was wrong case when verified by customer. Writer looked up customers file by phone number. Writer found and confirmed customer s case. Customer wanted to know the status of her case going on. Writer informed customer that the case is being looked at by a Case Manager who will get back to her in



less than 2 days. Customer said that was ok. Customer thanked writer.  
Call ended.

Briefly summarize what the customer is expecting: Customer is wondering about status of car.

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

Customer is 2nd owner and this is only CHRYSLER vehicle in household. Has Power train and emissions warranty is out of basic warranty has pre-owned Service Contract, Dealer states does not cover Alternator. Dialed 770-968-4900 Spoke with Theresa who was not aware of current Service Contract, after looking at the service contract advised it does not cover. Write was transferred to SD Alan, who stated that he was surprised that Service contract does not cover as the part is not maintenance. SD advised that he would be good with co-pay of \$200 but minimum of \$100.00

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Spoke with Customer who stated that she does not want to pay anything, to have the vehicle repaired, because she has been to the Dealership so many times. Writer advised that we cannot cover all but would like to offer a co-pay of \$200. Customer agreed and writer advised that CM will follow up on 11/4/13

Writer contacted SM Theresa and advised that Customer did agree to \$200 co-pay. SA stated that she will get pricing together and then contact CM.

Status update provided via email to the following email address:

[REDACTED]  
[REDACTED]

Good Day

My name is [REDACTED] I am your Case Manager. Here is some information you may find helpful: Your Case number is [REDACTED]

You can contact me at 1 800 763 8422 Ext. 66227.

I am in the office Monday Thru Friday 7:00 AM to 3:00 PM Central time.

Thank you so much for being a valued part of DODGE.

[REDACTED]

End of Status Update

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = 413.00

Labor = 68.47

Total = 481.47

Co-pay = 200.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

REASSIGNED TO BC/DLR 66 42631 10/31/13 15:34 R 24125492

Writer spoke with SA Theresa who stated that vehicle is finished and will be picked up

\*Contact Date:11/01/2013

Warranty repair has been documented on Repair Order#442074

CAIR RETURNED FROM DEALER ON 11/01/2013 AT 10:02:782 R 24125492

Writer spoke with Customer who stated that repairs have been completed and the vehicle is working well. Customer stated case can be closed



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                     |                                   |                  |                                      |                     |            |
|-----------------------|---------------------|-----------------------------------|------------------|--------------------------------------|---------------------|------------|
| <b>VIN</b>            | 2B3CL3CG8           | BH [REDACTED]                     | <b>Open Date</b> | 10/28/2013                           | <b>Built Date</b>   | 05/05/2011 |
| <b>Model Year</b>     | 2011                | <b>Body</b>                       | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |            |
| <b>In Service Dt</b>  | 05/06/2011          | <b>Mileage</b>                    | 43,009           | <b>Dealer Zone</b>                   | 51                  | CHICAGO    |
| <b>Plant</b>          | H                   | BRAMPTON ASSEMBLY PLANT           | <b>Market</b>    | U                                    | US                  |            |
| <b>Color</b>          | PW7                 | BRIGHT WHITE CLEAR COAT           |                  |                                      |                     |            |
| <b>Engine</b>         | ERB                 | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |            |
| <b>Transmission</b>   | DGJ                 | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |            |
| <b>Dealer</b>         | 44566               | RUSS DARROW CHRYSLER, JEEP, DODGE |                  |                                      |                     |            |
| <b>Dealer Address</b> | 7676 N. 76TH STREET |                                   |                  |                                      |                     |            |
| <b>Dealer City</b>    | MILWAUKEE           | <b>Dealer State</b>               | WI               | <b>Dealer Zip</b>                    | 53223               |            |
| <b>Owner</b>          | [REDACTED]          |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]          |                                   |                  |                                      | <b>Home Phone</b>   |            |
|                       | MILWAUKEE WI        | [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 light is on      |
| Product - Electrical - Lamps and Switches - Other - Default            | customer states dash lights on                |
| Product - Drivability - Unknown - Stalling - Default                   | customer states unresolved issue with vehicle |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | customer states vehicle shuts down            |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default          | no diagnosis                                  |

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states unresolved electrical issue. Customer states vehicle has been to dealership RUSS DARROW CHRYSLER, JEEP, DODGE and has had battery and alternator replaced. Customer states vehicle is shutting down in the middle of traffic. Customer states battery saver mode comes on, lights flash and vehicle shuts down. Customer states she picked up vehicle from dealership last Wednesday and she is still having same issue and check engine light is on. Agent called dealership and spoke to SM Chuck who confirmed repairs already done to vehicle. SM Chuck states customer will need to bring vehicle back in for diagnosis. Agent advised customer as per SM Chuck that vehicle needs to be brought back to dealership. Agent advised customer to have vehicle towed if she doesn't feel safe driving vehicle. Agent gave customer case number and advised customer to call us as soon as vehicle is at dealership today so file can be sent to a CM for unresolved issue.

Briefly summarize what the customer is expecting: Customer seeking recall information.

Reassigned to PG725, no diagnosis

Customer called cause she is at the dealership. No diagnosis has been completed on the vehicle yet.

Customer would like a call back asap.

Chad - Service Advisor from RUSS DARROW CHRYSLER, JEEP, DODGE - 44566 - has called in to advise us that the vehicle is currently in the dealership for a diagnosis on the unresolved electrical concern the customer has had ongoing. Chad advised that he will contact in with a full update once the vehicle has been fully diagnosed.

Reassigning to 88F for unresolved electrical concern

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

- How far out of warranty Miles 7,000
- How many vehicles owned Two used
- Active or expired MVP s None

Case manager contacted dealership, 414-354-8338, for clarification of customers issues. Attempted to speak with Chuck, Service Manager. Unavailable. Left Voicemail.

Replace line 29

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

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

Left message.

No email address available to send introduction letter.

##### 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 Electrical concern

Action requested: Resolve issue

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 51 44566 10/31/13 15:45 O 24126593

Writer jp1598 contacted dealership Spoke with SA. SA states vehicle was repaired today 10/31/13. Customer has possession of vehicle. Writer advised SA sent over D2D and that needs to be updated, since this concern was unresolved at the time. Writer also advised will follow up with customer to see if repairs are to satisfaction.

Writer jp1598 contacted customer. Left voicemail requesting a call back on the recent repairs done.

Caller

Mrs [REDACTED] requesting to speak with Case Manager.

Case manager not available nic JP1598 took the call

Customer contacted writer jp1598. Customer is returning phone call made earlier. Customer states vehicle has no light showing. Writer advised will have CM follow up with customer 11/05/13 to see how repairs are.

\*Contact Date:11/01/2013

Warranty repair has been documented on Repair Order#220475

CAIR RETURNED FROM DEALER ON 11/01/2013 AT 11:31:983 R 24126593

Writer left message trying to see how the repair has gone writer will follow up on 11/06

CM attempted to contact customer at [REDACTED]. Unable to connect.

Number has been connected from previous calls. Follow up Thursday, 11/7 to determine if vehicle has been properly fixed.

CM attempted to contact customer. Left VM. 5th attempt. No email available.

Case Manager confirmed with Service that vehicle has been completed.

[REDACTED] called to return GB535 s call from 11/7/2013. Writer advised customer that the case has been closed as the dealership stated that the vehicle repair/s have been completed. Customer stated that she has picked up the vehicle.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                        |                              |               |                                          |             |
|----------------------|------------------------|------------------------------|---------------|------------------------------------------|-------------|
| <b>VIN</b>           | 2C3CDXJG7CH [REDACTED] | <b>Open Date</b>             | 10/30/2013    | <b>Built Date</b>                        | 01/16/2012  |
| <b>Model Year</b>    | 2012                   | <b>Body</b>                  | LDES48        | DODGE CHARGER RALLYE AWD FOUR DOOR SEDAN |             |
| <b>In Service Dt</b> | 02/16/2012             | <b>Mileage</b>               | 25,662        | <b>Dealer Zone</b>                       | 32 NEW YORK |
| <b>Plant</b>         | H                      | BRAMPTON ASSEMBLY PLANT      | <b>Market</b> | U                                        | US          |
| <b>Color</b>         | PX8                    | PITCH BLACK                  |               |                                          |             |
| <b>Engine</b>        | ERB                    | 3.6L V6 24V VVT ENGINE       |               |                                          |             |
| <b>Transmission</b>  | DFG                    | 8-SPD AUTO 8HP45 TRANS (BUY) |               |                                          |             |

|                       |                |                     |    |                   |       |
|-----------------------|----------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 42032          | ARTIOLI DODGE       |    |                   |       |
| <b>Dealer Address</b> | 525 ENFIELD ST |                     |    |                   |       |
| <b>Dealer City</b>    | ENFIELD        | <b>Dealer State</b> | CT | <b>Dealer Zip</b> | 06082 |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   | [REDACTED]    |
|                | SPRINGFIELD MA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                                  |                                                                    |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default           | Several electrical issues with the battery and lamps and switches. |
| Product - Drivability - Unknown - No Start - Default                             | battery drain                                                      |
| Product - Engine - Oiling System / Pan / Pump - Leaks - Default                  | cover seal leaking                                                 |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default            | electrical concern could be coming from alternator.                |
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management |                                                                    |

Briefly summarize why the customer is contacting Chrysler. Calling as he purchased a 2012 Dodge Charger. He has had nothing but problems. The vehicle is currently at the dealership, it was towed in at 7:00pm tonight. He has had the vehicle back to the dealership a few times for electrical issues. One time it wouldn't let the heat shut off. October 10th he went out to his vehicle, all the lights and every thing were going crazy. Customer states every time he goes to the dealership, the battery needs to be charged. The last time on October 10, they told him as soon as they charged his battery, it was fine. He told them it's always that way. Customer states they never are able to help him with a vehicle.

Customer called Chrysler roadside tonight and had to have the vehicle towed in again for the same electrical concerns, it is currently at the dealership.

Briefly summarize what the customer is expecting. Customer is seeking assistance with getting the vehicle repaired and a rental vehicle while it is at the dealership. Customer states he can not get to work with the vehicle in the shop and they won't help get him one. Customer is getting fed up with his vehicle always needing repairs and not getting a rental or anything. Customer feels that the battery has bad cells and they should just be changing the battery. He was going to purchase one but, the dealership told him it would void his warranty.

Informed customer as the dealership is currently closed for the night, at this time I would be escalating his file to a case manager. Advised his case manager will contact him by close of business tomorrow.

-----  
Customer advised a call back is required and will take place



within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED] (home, wife  
will be there)

Preferred Afternoon/Evening call back number is [REDACTED] [REDACTED] s  
work)

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? 42032

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

CALLED the dealer and spoke to Leo, SM. SM stated that this was the 3rd  
time the vehicle has been brought into the dealership for an electrical  
issue. Thinking the problem may be with the alternator. The customer  
wanted a loaner vehicle but at the time only had a dodge Dart and it was  
too small for the customer. A van has come back in and they called the  
customer and offered it to him but was told it was too late in the day for  
them to get back to the dealership. The vehicle also has a code P10C7  
which occurs when driving the vehicle with a wide open throttle.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
[REDACTED] Customer was not available, left message along with contact  
information.

1-860-282-0082 - customer was not available and since the voice mail went  
to general mailbox at a business did not leave a message.

Status update provided via email to the following email address:

toddtat@msn.com

[REDACTED]  
My name is Pat and I have been assigned as your Customer Care Manager.  
Here is some information that will be helpful for you to have:

\*Your reference number is [REDACTED].

\*The Dodge Customer Care Management telephone number is 800-763-8422.

\* My direct extension is 66199.

\* My work hours are from 8:00 am to 4:00 pm Eastern Time.

I tried to reach you at both phone numbers that were provided to go over  
your for some assistance in getting your 2012 Dodge Charger repair of  
the electrical issue that you have been having. Also you requested a  
rental vehicle and it is my understanding from Leo, service manager that  
they do have a van loaner vehicle available for you now. I am sorry that  
I missed you today and I will try to reach again tomorrow or you can  
contact me at the phone number listed above.

Look forward to speaking to you,

Pat

Customer Care Manager

End of Status Update

CALLED and spoke to customer. Customer stated that they worked the  
transportation issue out as her father-in-law is not able to drive his  
vehicle at the present time so they have borrow his vehicle to drive.  
Customer states that they have not heard from the dealership as to the  
repair yet. Let the customer know they the dealership thinks the problem  
may be with the alternator.

SPOKE to Leo, SM and he states that a cover seal was leaking and the  
alternator was sucking in the oil cause the electrical problem.

Replacing cover seal and alternator. Repair should be completed on  
Monday if the parts come in.

SPOKE to Leo and he states that the repair was completed and that the  
customer has picked the vehicle up.

CALLED the customer to check on the vehicle after the repair. The  
customer stated that the vehicle is working better than it has in a long  
time almost like new. The customer did complain of the treatment from  
the service staff. Stated that the service manager is very rude to them.  
SM blamed the electrical problems on her husband and they did not  
explain anything about the repair. Customer states that they will not be  
going back to that dealership again. Customer stated that they  
appreciated the assistance that customer care gave them.

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

Customer calls to speak with their Case Manager.

Transferred the customer to PR628 at ext 66199.

CUSTOMER called in and stated that the vehicle was being towed back to  
the dealership for no start concern. Customer states that the dealer  
fixes the vehicle it works about a week after they get it back and then



it has to be towed again. Customer states that they called the dealership but they are closed today. SPOKE to Leo, SM and he states that the vehicle has an intermittent electrical concern that drains the battery. This is the 3rd or 4th time the vehicle has been towed. SM states that he is going to have his tech open a Star case. The problem has been that everytime the vehicle is brought in they can not duplicate the problem. SM states that he has told the customer that they are going to keep the vehicle longer this time to try and find what is causing the electric concern.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is no start condition that is intermittent caused by battery drain

Action requested: open a Star case

Please update this CAIR with resolution.

#####

CALLED customer s wife at [REDACTED] and let her know that the writer spoke to the SM and that he is going to open a case with Chrysler s technical department for additional assistance. Writer will be following up again on 11/15

CALLED Leo, SM to check on the vehicle repair. SM states that they feel they have found the problem. Found the feedwire from the battery to the alternator was not connected fully. Felt the the alternator was not able charge the battery properly causing the failures. SM states that they are going to keep the vehicle another week to make sure that the battery does to fail again.

SPOKE to the customer s wife to update her and she stated that her husband had called and stated that the SA had called him and they were going to give the vehicle back to him tonight. Stated that was different than I was told but anyway the vehicle should rung great over the weekend for him then. Writer will follow up on Tuesday 11/19 and see if the vehicle was returned and how it is doing.

CALLED customer to see how the vehicle was doing after the repair. customer as not available, left a message and stated that if everything is fine with the vehicle now and there are no further concerns then there is no need to return call and the case will close on Thursday 11/21/13.

If there are still concerns with the vehicle to call writer at 1-800-763-2423 so that the concerns can be addressed and resolved.

Status update provided via email to the following email address:

[REDACTED]

I tried to reach you today to follow up and see how your vehicle is doing after the repair. If everything is OK with your vehicle then there is no need to contact me back and the case will be closed on Thursday, 11/21/13. If there are still concerns with your vehicle please call me back at 1-800-763-8422 ext 66199 so that the concerns can be worked on and resolved.

Thank you for working with us at Dodge Customer Care

Pat

Case Manager

End of Status Update

CLOSING CAIR pursuant to close loop procedure.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                                  |                  |                                      |                     |               |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG5                | CH [REDACTED]                    | <b>Open Date</b> | 11/04/2013                           | <b>Built Date</b>   | 12/19/2011    |
| <b>Model Year</b>     | 2012                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 12/20/2011               | <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>          | PBV                      | BLACKBERRY PEARL COAT            |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 49983                    | MAROONE DODGE % CARTEMPS         |                  |                                      |                     |               |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD     |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | PEMBROKE PINES           | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 33024               |               |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | LAKE WORTH FL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                           |                                                           |
|-----------------------------------------------------------|-----------------------------------------------------------|
| Dealer - By-Pass - Default - Default - Default            | Caller reports alternator red hot, smoking and smoldering |
| Product - Unknown - Unknown - Fire - Engine Compartment   | Caller reports alternator red hot, smoking and smoldering |
| Corporate - Property Damage - Default - Default - Default |                                                           |

Briefly summarize why the customer is contacting Chrysler: Caller reports that the alternator was smoking and smoldering.

Briefly summarize what the customer is expecting:

Caller is seeking vehicle warranty information.

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

Preferred [REDACTED]

Alternate: [REDACTED]

2. What happened? 11/01/2013 Caller reports that the alternator was smoking and smoldering

3. What is the current location of the vehicle?

[REDACTED]  
Lantana, FL [REDACTED]

Reassigned to 82S

\*\*\*\*\*  
Per OGC Matrix, reassigned to 82T.

11/4/13 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 11-04-2013 15:09

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 11-04-2013 15:09

CCRG Open Date: 11/04/2013 11:06:23

Letter Sent: Acknowledgement 11/05/2013 07:22:33

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/06/13 AT 13:11:16 24152768

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/09/13 AT 15:03:41 24152768

Letter Sent: Denial 11/11/2013

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

[REDACTED]

|                       |                                 |                                  |                  |                                      |                   |            |
|-----------------------|---------------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG8                       | BH [REDACTED]                    | <b>Open Date</b> | 11/05/2013                           | <b>Built Date</b> | 02/25/2011 |
| <b>Model Year</b>     | 2011                            | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/26/2011                      | <b>Mileage</b>                   | 1                | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>          | H                               | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PW7                             | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                             | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                             | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 43173                           | DODGE COUNTRY, LTD.              |                  |                                      |                   |            |
| <b>Dealer Address</b> | 1902 E CENTRAL TEXAS EXPRESSWAY |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | KILLEEN                         | <b>Dealer State</b>              | TX               | <b>Dealer Zip</b>                    | 76542             |            |
| <b>Owner</b>          | [REDACTED]                      |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                      |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | KEMPNER TX [REDACTED]           |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                           |                                              |
|-----------------------------------------------------------|----------------------------------------------|
| Corporate - Recall - Default - Default - Default          | Customer seeking possible recall information |
| Product - Unknown - Unknown - Fire - Engine Compartment   | There was a fire under the hood              |
| Corporate - Property Damage - Default - Default - Default |                                              |
| Product - Unknown - Unknown - Fire - Unknown              |                                              |

Briefly summarize why the customer is contacting Chrysler: Customer stated that there was a fire under the hood of the vehicle. Customer stated that she was charged for the alternator and she wants to know if that was part of a recall. Customer stated that she would like to know if she was charged and she should not have been.

Briefly summarize what the customer is expecting: Agent advised customer that there were two recalls on the vehicle but both have been completed. Agent advised customer that the M10 recall was on the ABS brakes and is not linked to the alternator. Agent advised customer that if the recall had something to do with the recall then the dealership would have linked it to the recall.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                                  |                     |                                      |                     |               |
|-----------------------|--------------------------|----------------------------------|---------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG8                | BH [REDACTED]                    | <b>Open Date</b>    | 11/07/2013                           | <b>Built Date</b>   | 01/24/2011    |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 01/30/2011               | <b>Mileage</b>                   | 50,400              | <b>Dealer Zone</b>                   | 42                  | DETROIT       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>       | U                                    | US                  |               |
| <b>Color</b>          | PVG                      | TOXIC ORANGE PEARL COAT          |                     |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                     |                                      |                     |               |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                     |                                      |                     |               |
| <b>Dealer</b>         | 68745                    | JEFF WYLER CHRYSLER JEEP DODGE   |                     | TRUCK-FT THOMAS                      |                     |               |
| <b>Dealer Address</b> | 100 ALEXANDRIA PIKE      |                                  |                     |                                      |                     |               |
| <b>Dealer City</b>    | FT THOMAS                |                                  | <b>Dealer State</b> | KY                                   | <b>Dealer Zip</b>   | 41075         |
| <b>Owner</b>          | [REDACTED]               |                                  |                     |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                                  |                     |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | CINCINNATI OH [REDACTED] |                                  |                     |                                      | <b>Country</b>      | UNITED STATES |

|                                                                        |                                                |
|------------------------------------------------------------------------|------------------------------------------------|
| Product - Electrical - Lamps and Switches - Complete Failure - Default | all dash icons came on and car stopped working |
|------------------------------------------------------------------------|------------------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer states she was driving when all the icons on dashboard lit up and then car shut down. Customer was unable to get car restarted. Customer suspected her key fob so she went in to a shop and had battery replaced, did not remedy. Customer had mother bring out spare key still to no avail. Customer had to have 859-441-7800 vehicle towed to dealer. Agent called JEFF WYLER CHRYSLER JEEP DODGE 859-441-7800. Agent spoke to SA Brian who advised new alternator is required and old one drained the battery so new battery is required also. Customer advises she is looking at a \$1,000 repair. Agent did look into cost assistance but Agent cannot build a foundation to assist. Agent did encourage Customer to keep invoice and if issue becomes a recall or extended warranty then Customer could apply for recall reimbursement.

Briefly summarize what the customer is expecting: Customer expecting get help with repair.

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

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |               |                                      |               |                         |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|---------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG7BH [REDACTED]  | <b>Open Date</b>                 | 11/11/2013    | <b>Built Date</b>                    | 04/19/2011    |                         |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |               |                         |
| <b>In Service Dt</b>  | 04/21/2011              | <b>Mileage</b>                   | 47,000        | <b>Dealer Zone</b>                   | 71            | LOS ANGELES             |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US            |                         |
| <b>Color</b>          | PDM                     | TUNGSTEN METALLIC CLEAR COAT     |               |                                      |               |                         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |               |                                      |               |                         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |               |                         |
| <b>Dealer</b>         | 52912                   | GLENN E THOMAS COMPANY           |               |                                      |               |                         |
| <b>Dealer Address</b> | 2100 E SPRING ST        |                                  |               |                                      |               |                         |
| <b>Dealer City</b>    | SIGNAL HILL             |                                  |               | <b>Dealer State</b>                  | CA            | <b>Dealer Zip</b> 90755 |
| <b>Owner</b>          | [REDACTED]              |                                  |               | <b>Contact Type</b>                  | TELEPHONE     |                         |
| <b>Address</b>        | [REDACTED]              |                                  |               | <b>Home Phone</b>                    | [REDACTED]    |                         |
|                       | SAN PEDRO CA [REDACTED] |                                  |               | <b>Country</b>                       | UNITED STATES |                         |

|                                                                               |                                                             |
|-------------------------------------------------------------------------------|-------------------------------------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | Agent advised customer of incomplete recall N07.            |
| Corporate - CNA Change - Default - Default - Default                          | Customer added a phone # and e-mail address.                |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default         | Customer stated there is a code stating battery saver mode. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default                 |                                                             |

Briefly summarize why the customer is contacting Chrysler: Customer stated that he wondered if there was a recall for the electrical system regarding the alternator as he has a code coming up Battery Saver Mode. Briefly summarize what the customer is expecting: Customer seeks recall information.

Agent found that customer Adell has an incomplete recall N07. Agent explained that the recall is for Seat Wiring Harness Connectors and that the front seat airbag wire harness for both front seats must be replaced and Diagnostic Trouble Codes (Dutch s) must be cleared. Agent advised that customer Adell had to bring vehicle to the dealership for an inspection and replace the parts necessary to complete the recall. Agent found dealership GLENN E THOMAS DODGE CHRYSLER JEEP Dealer Phone: 562-426-5111, ID 52912 and gave this information to customer [REDACTED] with the address. Agent offered to call over and make the appointment and customer declined said he would do it.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |                  |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG9              | BH [REDACTED]                    | <b>Open Date</b> | 11/17/2013                           | <b>Built Date</b>   | 01/27/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 10/19/2011             | <b>Mileage</b>                   | 47,000           | <b>Dealer Zone</b>                   | 05                  | MILITARY      |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PSC                    | BILLET METALLIC CLEAR COAT       |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 19991                  | OMSC - RTE DE LA GLANE107        |                  |                                      |                     |               |
| <b>Dealer Address</b> | 1752 VILLARS-SUR-GLANE |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | SWITZERLAND            | <b>Dealer State</b>              | EX               | <b>Dealer Zip</b>                    | 48231               |               |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | OLYMPIA WA [REDACTED]  |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                           |                                  |
|-----------------------------------------------------------|----------------------------------|
| Product - Unknown - Unknown - Fire - Engine Compartment   | smoke -alternator and ABS wiring |
| Corporate - Property Damage - Default - Default - Default |                                  |
| Dealer - By-Pass - Default - Default - Default            |                                  |
| Product - Unknown - Unknown - Fire - Unknown              |                                  |

Briefly summarize why the customer is contacting Chrysler: Customer states that last night she could smell smoke , and the alternator caught fire.

The ABS light and other lights had flashed continually before that.

\*\*\*\*\*

1. Who is calling and what is their contact information?

OWNER [REDACTED]  
 Preferred: [REDACTED]  
 Alternate: none other

2. What happened? Smell of smoke, believes the alternator or ABS/ESC WIRING caught on fire

3. What is the current location of the vehicle? Vehicle was towed to J & H Auto 1110 Lily Rd North East, Olympia Washington 98506..... confirmed no - one has touched the vehicle. As indicated in AC doc 18819 -case reassigned to 82S. VEHICLE IS LOCATED AT:

J & H Auto Repair  
 Address: 1110 Lilly Rd NE, Olympia, WA 98506  
 Phone:(360) 352-9772

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

11/18/13 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 11-18-2013 09:23

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 11-18-2013 09:23

CCRG Open Date: 11/18/2013 08:33:23

Letter Sent: Acknowledgement 11/19/2013 12:02:19

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/21/13 AT 15:02:43 24211281

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/25/13 AT 04:20:19 24211281

Letter Sent: Denial 11/27/2013

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

[REDACTED]

|                       |                         |                              |                  |                                      |                     |               |
|-----------------------|-------------------------|------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG1               | CH [REDACTED]                | <b>Open Date</b> | 11/19/2013                           | <b>Built Date</b>   | 10/14/2011    |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/19/2012              | <b>Mileage</b>               | 60,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS        |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8                     | BLACK CLEAR COAT             |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                     | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |               |
| <b>Dealer</b>         | 68751                   | JAMES CERANTI MOTORS INC     |                  |                                      |                     |               |
| <b>Dealer Address</b> | 2225 HIGHWAY 82 EAST    |                              |                  |                                      |                     |               |
| <b>Dealer City</b>    | GREENVILLE              | <b>Dealer State</b>          | MS               | <b>Dealer Zip</b>                    | 38701               |               |
| <b>Owner</b>          | [REDACTED]              |                              |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]              |                              |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | INDIANOLA MS [REDACTED] |                              |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                          |                                                                   |
|----------------------------------------------------------|-------------------------------------------------------------------|
| Product - Electrical - Unknown - Other - Default         | Customer nothing electronic will work in the vehicle              |
| Corporate - Rental Vehicle - Default - Default - Default | Customer requesting rental vehicle.                               |
| Product - Drivability - Unknown - Other - Default        | Customer states there is a whining noise when vehicle accelerates |

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle has a whining noise whenever the vehicle accelerates. Customer states that currently nothing electronic will work in the vehicle and she was provided with the message Vehicle entering Battery Saver Mode . Customer states she can not start the car and as there is a rental agency beside where she is currently staying Chrysler should provide a rental vehicle. Customer states she feels she has been extremely mishandled as a customer. Customer states that there have been missed callbacks from both Case Managers and supervisors. Customer states with all the issues she is having it is the least Chrysler can do to provide a rental for her.

Briefly summarize what the customer is expecting: How to start her vehicle and a rental vehicle.

Agent advised customer that a rental can not be provided without a diagnosis from a CDJR dealer on what is causing the issue. Agent contacted dealer 68751 and spoke with a SA. SA states he has never heard of Battery Saver Mode and none of the other SAs have either. SA advised to use the valet key to enter the vehicle and attempt to boost the battery. Agent advised customer to use the valet key to enter the vehicle and was going to walk the customer through jump starting the battery to attempt (owners manual page 477) to see if that will work before recommending having the vehicle towed to a dealership. Customer put agent on hold and when she returned customer stated she is leaving the vehicle where it is and taking a cab home. Through out customer was extremely uncooperative.

The customer called back and stated that he had requested a supervisor call him back and no one at Dodge had responded to any of his requests for assistance so he is not happy with Dodge. The agent advised that there is not indication that the customer had requested for a supervisor. The customer is very difficult and loud.

The customer stated that the vehicle is currently at the Landers Dodge CJ Dealership and that he has been advised that the vehicle needs a new

alternator.

The agent referred to the Brand Website and located the CDJ Dealership that the customer stated his vehicle was at.

Landers Dodge Chrysler Jeep  
315 East Goodman Rd  
Southaven, MS 38671  
(662) 349-3006

The agent referred to VIP and found that the customer s BASIC warranty had expired.

The customer stated that he was advised that it would cost about \$800 for an alternator.

The agent called the Landers Dodge Chrysler Dealership and requested to speak to the Service. The agent was connected to SA Stan who transferred to SA Parry who stated that an insurance agent had called him previously today and advised that the customer claims that they hit something on the road and that the vehicle was going to be towed in. The SA Parry stated that this is a very difficult customer. The SA Parry stated that the Insurance Adjuster stated that this customer is a very difficult customer.

The agent was by SA Parry that it is possible that the vehicle was at the Gossett Motor Cars. The SA Perry stated that they have been looking for the vehicle all day and that they did not currently have this vehicle at the Landers Dodge Chrysler Jeep Dealership.

The agent referred to the brand website and confirmed that the vehicle is at the Gossett Motor Cars.

Gossett Motor Cars  
1901 Covington Pike  
Memphis, TN 38128  
(901) 388-8989

The agent called the Gossett Motor Cars and requested to speak to service and spoke to SA Jim. The SA Jim stated that the customer s vehicle is at the Dealership and that there is a problem with the alternator. The SA Jim stated that even when the vehicle is not running the alternator is drawing too many amps and that it is hot. The SA Jim stated that it needs to be replaced. The SA Jim stated that the vehicle will need a new alternator that will cost about \$816 plus the addition of parts and labor and taxes. The agent advised the customer that the basic warranty had expired and that there would be no assistance from the Gossett Dealership and unless there was new information to consider that there would be no additional assistance with this repair. The customer was very hostile.

The customer stated that she did not hit anything and she is not going through her insurance.

Customer has requested Supervisor callback and got very angry when the agent advised the customer that CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours. The customer stated that this is not acceptable and began to use language and get extremely uncooperative and angry with the agent and with Dodge. The customer stated that she would not pay for the alternator and after multiple attempts were made by the agent to speak the customer disconnect the call.

The customer disconnected the call before the agent could provide any further assistance.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

██████████ called and requested to be transferred to a supervisor. Agent advised customer of lines 85 to 88. Agent also advised customer that the Supervisor would give the same information Agent was supplying and that a callback would required to speak to a Supervisor. Customer still demanded to talk to a Supervisor. Agent confirmed phone number for call back would be ██████████

Reassigned to KG363.

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

Survey By-Pass

\*\*\*Supervisor Call\*\*\*

Supervisor placed call to customer at requested number ██████████

Customer was irate from the beginning of the call and wanted her concern covered for free. Customer stated she has asked for a supervisor for



months and never received a call, Supervisor advised there s no documentation of her request, this made the customer even more irate. Supervisor advised based on all the present information we cannot cover the repair and she will need to go through insurance. Supervisor advised regardless of the situation the vehicle is outside of the warranty and we cannot assist. customer stated her son was driving the vehicle and heard a noise but continued to drive the vehicle. Customer was advised because this is deemed an outside influence she would need to go through insurance. Customer became irate and tried to trick the Supervisor into stating information that would assist her.

Customer is calling to seek cost assistance. Agent advised customer of lines 86-88. Customer states that when she receives the supervisor call back she would like the decision in writing if possible. Customer was not hostile at this time.

-

Disregard lines for supervisor callback. Agent unaware at time the call was placed customer had already spoke with a supervisor.

Briefly summarize why the customer is contacting Chrysler:

Customer states she is looking for cost assistance for her alternator.

Briefly summarize what the customer is expecting:

Customer expects cost assistance information.

Agent advised customer of information on lines 86-88. Agent advised customer that agent would be unable to overturn the decision and it will remain unchanged.

Customer states she would like to speak with a supervisor. Agent informed agent would review information. Customer provided VIN number and agent looked over case. Customer states she was to receive a check for \$100 as she placed herself in a hotel for an hour while her vehicle was being repaired. Customer states this was required as it was cold outside. Agent informed there are no notes to reflect this concern. Agent informed that this would not be something Chrysler would look into reimbursing for. Customer became irate and requested a supervisor once more. Agent explained that it would be one business day for a supervisor callback and customer became more irate and insisted that she speak with someone instantly. Agent was continuing to explain that a supervisor callback would be placed in one business day when customer disconnected line.

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

Briefly summarize why the customer is contacting Chrysler: Customer called in very upset with the way Chrysler is handling his issue.

Customer stated that he wants to speak with some one higher up RIGHT NOW.

Customer stated that the previous supervisor who called him was very unprofessional. Customer stated that he needs to speak with some about what is going on that is higher and has more power then previous supervisor. Customer stated that he was promised a free oil change for his inconvenience. Customer stated that he needs to know the number for the corporate headquarters. Writer spoke with TL Nick Crawford and he advised agent that there is much that Chrysler can do for the customer. Writer advised customer that the only thing that they could do would be to transfer customer s case to their supervisor. That s as high up as the agent can go. Writer advised customer that there is nothing in the note about a free oil change. Customer stated that there should be. Writer advised customer that the supervisor will back him back with in 1 business day. Customer understood.

Briefly summarize what the customer is expecting: requesting to speak with some one higher up than previous supervisor.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED].

Preferred evening number: [REDACTED].

Reason for request: very unhappy with everything.

CAIR assigned to: KM788

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

\*\*\*\*\*Supervisor\*\*\*\*\*

Supervisor called the customer but the mailbox was full. Lines 100-112 states a supervisor has already spoke with the customer. Decision is final. There is no cost assistance or oil changes.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                         |                                  |               |                                      |                |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|----------------|
| <b>VIN</b>           | 2B3CL3CG9 BH [REDACTED] | <b>Open Date</b>                 | 11/21/2013    | <b>Built Date</b>                    | 05/11/2011     |
| <b>Model Year</b>    | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                |
| <b>In Service Dt</b> | 06/10/2011              | <b>Mileage</b>                   | 63,000        | <b>Dealer Zone</b>                   | 71 LOS ANGELES |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US             |
| <b>Color</b>         | PW7                     | BRIGHT WHITE 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]    |
|                | LOS ANGELES CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                        |
|----------------------------------------------------------------------------|------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default  | Alternator replacement |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | Cost assistance        |
| Corporate - Warranty Coverage - Default - Default - Default                | Coverage Inquiry       |

Purchase date secondary owner:04/30/13

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Briefly summarize why the customer is contacting Chrysler:Customer calling for battery and alternator require replacement. Cost est \$1,200.  
 Briefly summarize what the customer is expecting:Customer seeking more information if chrysler can assist in the replacement cost of the repair.  
 Customer has no prior vehicles, dlr history , SC and not original owner.  
 Agent advised customer we can not offer any assistance in this repair.  
 Agent advised customer of the three open recalls and though they would not be a factor in the repair. SA Jonathan stated the repair does not qualify for goodwill.



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

[REDACTED]

|                       |                        |                                  |                     |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|---------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG8              | BH [REDACTED]                    | <b>Open Date</b>    | 11/22/2013                           | <b>Built Date</b>   | 05/04/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/06/2011             | <b>Mileage</b>                   | 60,000              | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES   |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>       | U                                    | US                  |               |
| <b>Color</b>          | PDM                    | TUNGSTEN METALLIC CLEAR COAT     |                     |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT 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> | FAX           |
| <b>Address</b>        | [REDACTED]             |                                  |                     |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | MURRIETA CA [REDACTED] |                                  |                     |                                      | <b>Country</b>      | UNITED STATES |

|                                                                               |                                     |
|-------------------------------------------------------------------------------|-------------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | Advised of incomplete recall.       |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default    | Caught on fire on 09/2013           |
| Product - Brakes - Anti-Lock Brake System - Other - Default                   | Grinding noise in the brakes.       |
| Product - Electrical - Remote/Key Fob - Default - Default                     | Key fob not working.                |
| Product - Electrical - Lamps and Switches - Overheated - Default              | Melted the lighting wiring harness. |

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

[REDACTED] on 2013-11-22 @ 14:02

Briefly summarize why the customer is contacting Chrysler: Customer wants information on problems with their vehicle. Customer states that the vehicle had a fire from the alternator wire being loose and caused the motor mounts to melt and a closed circuit fire melting the alternator. Customer states the alternator melting took place in 09/11/2013 and repaired at an IRF. Customer wants to know about a recall for the head lights going out, causing the wires to melt on the headlight wiring harness. Customer states that there have been issues with the key fob. Customer wants to make a complaint about this issue on the vehicle. Customer would like to know what is going to be done on the key fob issue. Customer states that the dealership cannot duplicate the issue. Customer states that the key fob will not open the doors or the trunk. Customer states that she will have no key detected, key has left the vehicle and vehicle is not in park, all while driving the vehicle. Customer states that RRT was done on the vehicle for the 11-082 RRT for the BCM. Customer states that the brakes are making a grinding noise and the dealership claims they are fine. Customer states that the parking brake does not hold. Customer states that in 12/07/2012 the vehicle was there for brake noise and 12/17/2012 for grinding and 05/02/2012 for grinding noise. Customer states that the key fob issue has been 5 times at the dealership and after warranty the customer had to pay the diagnostic fee and hourly rate.

Briefly summarize what the customer is expecting: Customer expects to find out about any recalls that is on the vehicle.

Agent advised of the incomplete recall for the N97

Agent called the dealership DCH CHRYSLER JEEP DODGE OF. Agent spoke to Matt the SM states 12/07/2012 for an oil change, 11/2012 parking brake would not hold the car, SM states that a brake inspection was done on



09/17/2012 no problem found and tire rotation was done, 21,000 SM states that it was for brakes. SM Key fob was replaced on 09/17/2012. Agent was put on hold from SM for over 10 minutes so agent released the call Agent asked customer to fax all work orders , conversations and pictures to case numbers

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 Could not duplicate issue.

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

CHRYSLER JEEP DODGE OF 45189

Reassigned to 88F

POSTMARK DATE: 112513; DATE RECEIVED: 112513

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

- How far out of warranty: OOW by 36,000

- How many vehicles owned: 1 used

- Active or expired MVP s: 1 active

Status update provided via email to the following email address:

[REDACTED]

Hello,

My name is Mae with Dodge Customer Care. I am your Case Manager.

Here is some information that will be useful for you to have:

My contact information: 800-763-8422 EXT 66351

My hours in the office: 9:30 AM 6:00 PM MST.

I will be reviewing your case and contact you by the end of business today.

End of Status Update

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

[REDACTED]. Left message. Follow up 11/26

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

Writer attempted to reach customer, left message will follow up 11/29

Customer Document Reviewed.

Writer left message for customer at [REDACTED] to discuss the concerns with this vehicle and provided callback number, case number, extension 66351, documents have been received and will need to be reviewed before any decision can be made for cost assistance so another call will be placed on Monday Dec. 2nd, 2013.

Disregard follow up per lines 71 follow up is 12/3.

Disregard Lines 72

Writer attempted to reach customer, left message informing customer that the case is being closed and to contact Dodge customer care to reopen case.

POSTMARK DATE: 122713; DATE RECEIVED: 122713

Writer attached duplicate document.

POSTMARK DATE: 012714; DATE RECEIVED: 012714

Briefly summarize why the customer is contacting Chrysler: Customer called in for update on file and reimbursement information. Agent advised she would look into file. While on hold customer disconnected.

Briefly summarize what the customer is expecting: To get status update

Briefly summarize why the customer is contacting Chrysler: Customer, DEBRA C RYE calling for any updates on the case regarding the reimbursement.

Briefly summarize what the customer is expecting: Customer was expecting to find out information on the reimbursement.

Agent advised the customer that the documents were received on 012714.

POSTMARK DATE: 022814; DATE RECEIVED: 022814

POSTMARK DATE: 040114; DATE RECEIVED: 040114

---

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                    |                     |                                      |            |
|-----------------------|-------------------------|------------------------------------|---------------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG6 BH [REDACTED] | <b>Open Date</b>                   | 11/22/2013          | <b>Built Date</b>                    | 02/05/2011 |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                        | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 04/01/2011              | <b>Mileage</b>                     | 44,757              | <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>         | ERB                     | 3.6L V6 24V VVT ENGINE             |                     |                                      |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |                     |                                      |            |
| <b>Dealer</b>         | 45155                   | NAPLETON'S SOUTH ORLANDO           | CHRYSLER-JEEP-DODGE |                                      |            |
| <b>Dealer Address</b> | 1460 E OSCEOLA PKWY     |                                    |                     |                                      |            |
| <b>Dealer City</b>    | KISSIMMEE               | <b>Dealer State</b>                | FL                  | <b>Dealer Zip</b>                    | 34744      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                | TELEPHONE           |                                      |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                  |                     |                                      |            |
|                       | PALM BAY FL [REDACTED]  | <b>Country</b>                     | UNITED STATES       |                                      |            |

|                                                                       |                          |
|-----------------------------------------------------------------------|--------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator issue         |
| Product - Electrical - Battery - Other - Default                      | Battery issue            |
| Corporate - Survey By-Pass - T2 Email - Default - Default             | Dealer T2 Email Received |

\*\*\*\*\*Dealer T2 Email Received\*\*\*\*\*

Area manager declined 100 percent repair coverage for battery and alternator as both are out of warranty.

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

[REDACTED]

|                       |                        |                              |                  |                                      |                     |               |
|-----------------------|------------------------|------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG1              | CH [REDACTED]                | <b>Open Date</b> | 11/25/2013                           | <b>Built Date</b>   | 01/27/2012    |
| <b>Model Year</b>     | 2012                   | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 03/17/2012             | <b>Mileage</b>               | 40,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PDM                    | TUNGSTEN METALLIC CLEAR COAT |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                    | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |               |
| <b>Dealer</b>         | 44305                  | PALMER DODGE INC             |                  |                                      |                     |               |
| <b>Dealer Address</b> | 11460 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]    |
|                       | COLUMBIA SC [REDACTED] |                              |                  |                                      | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

alternator replacement

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler because their vehicle alternator has gone out on there vehicle and it has only been a year but it is not covered under their warranty. Customer very surprised it has already gone out. Agent appologized to customer. Agent contacted dealer 44305 since customer is within D-12-27. SA Cleveland advised the SM is not availalbe right now so they will take a message, agent advised that customer is within dealer parameter so agent would like to know if they will offer cost assistance to the customer. Agent gave case number as well. Agent advised they do not have direct extension but anyone will be able to add notes to the case. Agent advised they will also try and contact the SM later. Agent advised customer that SM was not reached so case requires additional research.

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

Agent contacted dealer and spoke to SM David who states they have made an offer of a \$100 co-pay for the alternator and customer is responsible for battery. SM states customer has been contacted. Agent thanked SM and then contacted customer to be sure they were aware of goodwill offer by dealer, customer confirmed. Customer also states they are considering an extended warranty so agent provided mopar vehicle protection phone number and website. Customer thanked writer.



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

[REDACTED]

|                      |                        |                                    |               |                                      |            |
|----------------------|------------------------|------------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2B3CL3CG7BH [REDACTED] | <b>Open Date</b>                   | 11/26/2013    | <b>Built Date</b>                    | 02/09/2011 |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 03/07/2011             | <b>Mileage</b>                     | 37,990        | <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>        | ERB                    | 3.6L V6 24V VVT 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>   |               |
|                | TOPPENISH WA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                        |                            |
|------------------------------------------------------------------------|----------------------------|
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | escalation                 |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | feels it should be covered |
| Corporate - E-Reimbursement - Default - Default - Default              |                            |

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

Had my alternator go out at 37980 miles

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

I have documents when my car had 31000 miles on it still covered by the warranty from another servicing dealer that stated my battery was bad. At 35000 miles I went to Mike Olson Dodge where I purchased my car they checked everything and said it was fine. 2000 miles down the road my alternator goes out and they charge me \$794 because the warranty only covers the car for 36000 miles I understand this part. But I believe their service department did not check my car when I took it in so I would have to pay for the alternator work once the warranty was over. Please call me I can explain and I have the documents that I can show you guys that at 31000 miles there was something wrong with the battery

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

CSR contacted YAKIMA CHRYSLER DODGE JEEP RAM @ 509-248-1300. Service was busy and unable to answer call. Reception offered to take message. CSR declined and advised would try another time.

CSR will follow up with the dealership on 11/27/13.

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We regret to learn of the concerns your 2011 Dodge Charger has experienced.

At this time, we would like to establish communication with your local dealership. Once we have spoken with the service manager, we will be in contact with you via email to advise of the next step, if applicable.

Thanks again for your email and continued patience.

Sincerely,

Jennifer

Customer Service Representative

Dodge Customer Assistance Center

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

\*\*\*\*\*NOTE : Yakima is Mike Olson Chrysler under a new name. Contact information all matches\*\*\*\*\*

CSR contacted YAKIMA CHRYSLER DODGE JEEP RAM @ 509-248-1300. Katie, service advisor, states Service Manager is not available. No VM option.

\*\*\*\*\*TEXT TO DEALER\*\*\*\*\*

Contacting on behalf of customer. Vehicle with in D-12-27 for possible dealer goodwill. Please contact to advise if willing to consider.

Dodge CAC - 1-800-423-6343.

CSR contacted YAKIMA CHRYSLER DODGE JEEP RAM @ 509-248-1300. CSR spoke with Owen, service manager, who states the customer was in on 11/22/13

and was charged for the replacement of the alternator. Owen states he is not sure why it was not brought to him before about D-12-27. Owen states had it been brought to his attention, he would have authorized the repair for goodwill. CSR spoke with TL-KG363 who confirmed to send to 88F for review / reimbursement if possible. CSR is aware he does not meet goodwill matrix for CAC, however, dealership would have authorized goodwill if able.

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

We appreciate your patience.

We are emailing to inform you that your case has been escalated for review.

As your vehicle is out of basic warranty, we can make no promises or guarantees.

Once the file has been reviewed, a case manager should be in contact with you accordingly.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Dodge Customer Assistance Center

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

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

3/36: Out of warranty by 1990 miles. 5/100 Powertrain: in warranty.

Vehicles owned in household: 1 used

No service contracts.

Status update provided via email to the following email address:

[REDACTED]

Here is some information that will be useful for you to have:

My contact information: 800-763-8422 EXT 66106

My hours in the office: 9:30AM 6PM MST.

Thank you for being part of the Dodge Family.

End of Status Update

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

[REDACTED] on 2013-12-03 @ 12:05

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

[REDACTED]

Writer contacted customer and advised that reimbursement can be looked into for the repairs done and that to move the case forward Customer Care will need the repair order and proof of payment.

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

Customer Document Reviewed.

Writer approved reimbursement in the amount of \$793.22 for customer satisfaction.

Writer contacted customer and offered a reimbursement of \$793.22 customer accepted. Writer Confirmed Mailing address and advised that the case will be closed, customer agreed.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for an alternator repair.

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

n/a

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

n/a

Enter the Mileage at the time of the repair.

37969

Enter the Date when the repairs were completed.

11.22.13

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

\$495.60

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

\$237.50

What is the total Tax to be reimbursed?

\$60.12

What is the total amount being reimbursed?

\$793.22

\*\*\*\*End structured narrative T2 - eReimbursement

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

Writer contacted Dealer 26841 Clerk Stephanie Verified customer paid cash.

Ok to send check  
Check has been approved.  
CLOSED LOOP UPDATE - no need for additional follow-up.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CGX  | BH [REDACTED]                    | <b>Open Date</b> | 11/25/2013                           | <b>Built Date</b> | 04/12/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/13/2011 | <b>Mileage</b>                   | 1                | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                      |                                    |    |                   |       |  |
|-----------------------|----------------------|------------------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | X7315                | VANGUARD CAR RENTAL, WARRANTY DEPT |    |                   |       |  |
| <b>Dealer Address</b> | 6929 N LAKEWOOD AVE. |                                    |    |                   |       |  |
| <b>Dealer City</b>    | TULSA                | <b>Dealer State</b>                | OK | <b>Dealer Zip</b> | 74117 |  |

|                |                             |                     |               |
|----------------|-----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                  | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                  | <b>Home Phone</b>   |               |
|                | COPPERAS COVE TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                               |                                                                          |
|-------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default                   | Customer inquiring about possible reimbursement for alternator & battery |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default         | Customer required alternator to be replaced may be due to recall         |
| Product - Electrical - Battery - Other - Default                              | Customer stated battery replaced may be due to recall                    |
| Recall - L28: FRONT EXTERIOR DOOR HANDLES - Advise Owner/Incomplete Recall    | customer inquiring about recalls                                         |
| Recall - M10: ABS/ESC WIRING - Advise Owner/Incomplete Recall                 | customer inquiring about recalls                                         |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | customer inquiring about recalls                                         |

Briefly summarize why the customer is contacting Chrysler: Customer contacting to see if there are any recalls on her vehicle. Agent advised there are 3 and pulled up in DealerCONNECT/TechCONNECT. Customer states they were driving and the dash lights started flashing and turned off, customer pulled over into autozone and vehicle died completely, and required battery and alternator replacement. Agent advised of the ABS/ESC wiring recall and may pertain to that concern, advised of seat wiring harness recall, and the front door handle recall. Agent advised she could bring the vehicle in to any CJDR DLR and could facilitate the recall at no cost to the customer. Customer inquired about possible reimbursement for battery/alternator. Agent advised they would need to diagnose if the issue was consequential to the recall, even so consequential damages are generally not covered, especially when performed at an IRF, but all evaluated on a case by case basis and always recommend to keep receipts, and after recalls are taken care of, and if diagnosed to be consequential she can send for consideration of reimbursement but no guarantees provided. Customer thanked and disconnected.

Briefly summarize what the customer is expecting: Recall information.



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

[REDACTED]

|                      |                        |                                    |               |                                      |             |
|----------------------|------------------------|------------------------------------|---------------|--------------------------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG0BH [REDACTED] | <b>Open Date</b>                   | 11/26/2013    | <b>Built Date</b>                    | 02/05/2011  |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |             |
| <b>In Service Dt</b> | 03/31/2011             | <b>Mileage</b>                     | 48,121        | <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>        | ERB                    | 3.6L V6 24V VVT ENGINE             |               |                                      |             |
| <b>Transmission</b>  | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |             |

|                       |                |                     |    |                   |       |
|-----------------------|----------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 42032          | ARTIOLI DODGE       |    |                   |       |
| <b>Dealer Address</b> | 525 ENFIELD ST |                     |    |                   |       |
| <b>Dealer City</b>    | ENFIELD        | <b>Dealer State</b> | CT | <b>Dealer Zip</b> | 06082 |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | AGAWAM MA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                       |
|---------------------------------------------------------------------------|-------------------------------------------------------|
| Corporate - E-Reimbursement - Default - Default - Default                 | Alternator Reimbursement                              |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default     | Customer states his alternator needed to be replaced. |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default |                                                       |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for cost assistance.

Briefly summarize what the customer is expecting: Customer is expecting Cost assistance for his vehicle. Customer stated he went to start his vehicle and the car would not start so he brought the vehicle into ARTIOLI CHRYSLER DODGE 42032 and had the vehicle repaired. Customer stated he has had multiple issues with this vehicle and would like this repair to be covered. Agent contacted ARTIOLI CHRYSLER DODGE 42032 and was informed by the SM that they would be unable to provide Dealer goodwill because the repair had already been completed and paid for. Agent advised Customer of this and also advised the Customer that we would be sending this up for further review and he would receive a call back.

Who has possession of the vehicle? [REDACTED]

Has an authorized dealer diagnosed the vehicle? yes

If a CDJR dealer has diagnosed, what is the dealer name and code? ARTIOLI CHRYSLER DODGE 42032

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates [REDACTED]

Reassigned to:88F

Escalation Override approved by KM788U.

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

Customer has owned 3 new 1 used.

Currently owns 1 new.

Warranty 536 exp.

No service contracts

Writer contacted dealership, ARTIOLI CHRYSLER DODGE, 860-745-2469. Spoke with Service Manager(SM) Leo. SM stated the customer was not offer dealer assistance because the SA did not bring the issue to him. SM states if the case would have he would cover the customer 100%. As the customer has



had several issues with the vehicle. SM states the battery was also replaced, and feels this replacement was premature. SM states customer is very loyal.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message stating case and contact numbers, requesting a call back.

Status update provided via email to the following email address:

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

Case Number is [REDACTED], Chrysler Case Management telephone number: 800-763-8422

My work hours: 8am-4:30pm EDT Monday- Friday My direct extension: 66101  
I will contact within 1 business day by telephone to review your case with you.

End of Status Update

Caller [REDACTED] requesting to speak with Case Manager. CM not available, writer warm transferred call to SC1379 for further assistance.

Writer received a call from customer. The customer stated the vehicle had a major repair prior to the battery going out but that repair was covered under warranty but a short time after repair the customer had to replace the alternator which the battery had to be replaced also. Customer is requesting both the alternator and the battery cost be reimbursed. Writer informed customer writer would need to research and either WD151 or writer will follow up with customer no later than Tue.

Writer left message for customer [REDACTED] Stating case and contact numbers, requesting a call back.

CM called dealer and called was disconnected

CM called dealer and called and spoke with SA TYLER states alternator and battery was replace writer verify loyalty to dealer as per SA customer are loyal to dealer for all maintenance

CM called [REDACTED] and left message

MR [REDACTED] called to speak with their Case Manager. Transferred the customer to JL1555 at ext 66373

Writer advised Customer that we can get the proof of payment for the dealership and gave the Customer the fax number and advised that Their CM will follow up no later than next Friday 12/13/13.

Customer also stated with the rain yesterday, the drivers door bottom seam was letting water in.

[REDACTED] called to speak with their Case Manager. Caller needed to verify the Fax number. Verified Fax number. Caller will fax in document soon.

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

[REDACTED] on 2013-12-09 @ 14:07

Customer called because FAX number was not working agent confirmed FAX number and sent customer LINK to Email [REDACTED]

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

J1106@chrysler.com on 2013-12-11 @ 14:45

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

Customer Document Reviewed.

Writer left message for customer stating case and contact numbers, requesting a call back.

Writer left message for customer stating case and contact numbers, requesting a call back.

Agent received call from customer. Customer wanting to speak to CM about his request for reimbursement. Agent states CM is on break. Customer request a return call as soon as CM get back from break. [REDACTED]

Writer contacted customer [REDACTED]. Writer stated we are still working on customers case and will do a follow up 12/20/13.

Writer contacted dealership, 860-745-2469. Spoke SM Leo. SM stated customer should be reimbursed with co-pay of \$150.00.

Writer left message for customer stating case and contact numbers, requesting a call back.

Writer contacted dealership, 860-745-2469. Spoke with SM Leo. Writer stated because this is with in dealership 12/12, SM will needs to contact the area manager for reimbursement.

Writer left message for customer stating case and contact numbers, requesting a call back.

Writer contacted dealership, 860-745-2469. Spoke with SM Leo. Writer stated Chrysler is willing to reimburse the parts for the repair but feel



the dealership needs to pay for the labor. SM stated it is up to Chrysler to reimburse the customer as it is not the dealership policy to reimburse. SM requested writer to call back 1/2/14, so he can speak with a supervisor, as it is the end of the month and he is very busy at this time.

Writer contacted dealership, spoke with SA taylor, stating we will contact SM 01/03/14 to have sup. advise SM .

Writer contacted dealership, spoke with SA Tylor, stating we will contact SM 01/06/14 to have sup. advise SM.

Called 42032 at 860-745-2469. Service was closed, no message left.

Per JD1343, CAC will reimburse \$541.50 to cover the cost of the alternator.

Called customer at [REDACTED]. Left message, advising will try again Monday.

Writer left message for customer stating case and contact numbers, requesting a call back.

Writer contacted customer stating reimbursement. Customer stated he paid \$676.00, and is requesting the full amount.

Called customer at [REDACTED]. Left message, advising will try again requesting a call back.

Customer is calling CM back to find out what is going with his case, Writer did not find anything new to his case and advised Writer would have CM follow up per Customer s request.

Writer contacted customer stating we have checked into full reimbursement for parts of \$667.00 as requested, and at this time the offer stands as quoted as \$541.50, as the battery is only covered by warranty for 18 mos.

And due to mileage and age of vehicle, we are not able to cover the battery. Writer will be adding a service contracted for customer satisfaction. Writer stated we will add service contract, issue reimbursement check, and case will be closed. If customer feels he needs any other assistance, please contact Dodge at 800-423-6343.

Writer contacted dealership,860-745-2469. Spoke with SM Leo. SM stated customer did pay in full for the repair \$1114.50.

LOFR315 and MAP3N Contracts created. Contract number is 38441755.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement

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

N/A

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

N/A

Enter the Mileage at the time of the repair.

48121

Enter the Date when the repairs were completed.

11/23/13

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

\$541.50

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

\$0.00

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$541.50

\*\*\*\*End structured narrative T2 - eReimbursement

[REDACTED] [REDACTED]  
Left message advising customer that we need to confirm name and mailing address to send the check to.

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

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

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

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

Status update provided via email to the following email address:

[REDACTED], Hello, my name is Justin with Dodge Customer Care. Please contact me at 1-800-763-8422 extension 66379. I need to verify your mailing address and the name you want the reimbursement check issued

to. If I do not hear from you by 02/05/14 your case will be closed.

However, after your case is closed, if you have any other issues, concerns, or if you require further assistance, please contact Dodge at 800-423-6343. Another case will be created to provide you further assistance. Thank you

End of Status Update

Customer calls to speak with their Case Manager.

Transferred the customer to JI106 at ext 66379.

Customer called returning writers call, writer asked customer to confirm name and mailing address. Writer asked customer if there is anything else that writer can do for him before cutting the check because it will close the case. Customer stated no, writer informed customer that he should receive his check between 7-14 days.

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

Survey By Pass - No Response

Check has been approved

---



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG2  | BH [REDACTED]                    | <b>Open Date</b> | 11/26/2013                           | <b>Built Date</b> | 01/20/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 07/30/2011 | <b>Mileage</b>                   | 45,800           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PVG        | TOXIC ORANGE PEARL 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]    |
|                | LAKWOOD CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                               |
|----------------------------------------------------------------------------|---------------------------------------------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | Customer seeking goodwill without a diagnosis on the vehicle. |
| Product - Electrical - Lamps and Switches - Other - Default                | Customer states there is an issue with his wiring harness.    |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default              |                                                               |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he is having an issue with his headlight wiring harness. Briefly summarize what the customer is expecting: Customer is seeking cost assistance for the repair. Customer states he recently had an issue with the vehicle regarding the alternator and the battery which had cost assistance provided for a part of the cost. Customer now states he is having an issue with his headlight. Customer states he replaced the headlight but the issue was still present. Customer states the DLR told him it could be due to an issue with the wiring harness for the headlights. Customer states he has another Charger that had the same issue with the wiring harness. Customer inquired if this is something that happens often. Writer advised customer that there are no extended warranties or recalls of that part that might indicate this is something that is happening on many of the vehicles. Customer states he feels the diagnosis fee should be covered by Dodge for this issue he is having. Writer advised customer a diagnosis is needed first in order for CAC to consider cost assistance. Writer advised customer the diagnosis fee would be at his own expense. Customer states he does not want to do this because when he had the issue diagnosed on the other Charger the DLR diagnosed the issue to be wear and tear and cost assistance was declined. Writer advised customer that there are many possible reasons a part might fail and if it is deemed to be due to a manufacturing defect then it is possible that cost assistance would be considered. Customer states he will not bring the vehicle to the DLR for a diagnosis as he feels he will eventually be declined cost assistance. Customer requested case number. Writer provided case number to the customer.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |               |                                      |            |
|-----------------------|------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG0BH [REDACTED] | <b>Open Date</b>                 | 11/27/2013    | <b>Built Date</b>                    | 04/18/2011 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 04/20/2011             | <b>Mileage</b>                   | 56,000        | <b>Dealer Zone</b>                   | 66 ORLANDO |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>          | PW7                    | BRIGHT WHITE CLEAR COAT          |               |                                      |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |               |                                      |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |
| <b>Dealer</b>         | 42631                  | LANDMARK DODGE CHRYSLER JEEP     |               |                                      |            |
| <b>Dealer Address</b> | 6850 MOUNT ZION BLVD   |                                  |               |                                      |            |
| <b>Dealer City</b>    | MORROW                 | <b>Dealer State</b>              | GA            | <b>Dealer Zip</b>                    | 30260      |
| <b>Owner</b>          | [REDACTED]             | <b>Contact Type</b>              | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]             | <b>Home Phone</b>                | [REDACTED]    |                                      |            |
|                       | ATLANTA GA [REDACTED]  | <b>Country</b>                   | UNITED STATES |                                      |            |

|                                                                               |                                        |
|-------------------------------------------------------------------------------|----------------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | advise owner of recall                 |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default     | customer needs the alternator replaced |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default    | customer seeking cost assistance       |

Briefly summarize why the customer is contacting Chrysler: Customer contacted the CAC to speak to corporate or a supervisor regarding the issue with the customer alternator. Customer started having issues and first thought that the battery needed to be boosted, which did not help. Customer had the vehicle towed to a dealership to have them take a look at it and it was an issue with the alternator. Customer was advised that she had just purchased the vehicle approximately 4-6 months and that she cannot afford this repair. Customer did also see that there were quite a few forums on the internet that showed this was a common issue with these types of vehicles and feels that something should be done to assist. Agent advised the customer due to the time and mileage of the vehicle, as well as the part is part of the basic warranty. Agent further investigating the Answer ID 22330 document the customer does not meet any of the following criteria and the customer is the fourth owner of the vehicle.

Briefly summarize what the customer is expecting: Customer seeking assistance with the current issue with the alternator.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Caller states that she spoke with another agent and they told her Chrysler would not be able to assist her. She has only owned the vehicle for 6 months and the alternator has gone out. She spoke with someone at Landmark Dodge told him about the battery constantly losing power and her told her it was the alternator. Nothing was written up. There are several forums about the 2011 Charger alternators going out. She needs the vehicle for her doctor s appointments and she does not have the money to pay for this.

Caller requested a supervisor, agent advised they do not have any more

authority than we do and we would try to do everything we could and go through every option.

Note: caller is FOURTH owner, with in time and mileage dealer parameters.

-

Called dealership 42631 to confirm details of diagnosis.

Asked for Alan Carvel SM. Spoke with Alan SMÜ.

What is the diagnosis? No diagnosis on file. This vehicle they have seen previously under Turtles rental company last time was at 50000 miles.

She has not owned the vehicle for very long. She should go back to where she purchased the vehicle to see if there is anything they can do for her.

Do you feel this customer should receive assistance? No

Has this customer been provided assistance previously? No

Would you be willing to provide assistance? (co-pay, D-12-27, discount)

No

-

Agent advised we have gone through every option and the decision remains the same, advised of lines 18-21. Caller disconnected the call.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |               |                                      |            |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CGX BH [REDACTED] | <b>Open Date</b>                 | 12/03/2013    | <b>Built Date</b>                    | 03/24/2011 |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 04/07/2011              | <b>Mileage</b>                   | 50,500        | <b>Dealer Zone</b>                   | 51 CHICAGO |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>          | PW7                     | BRIGHT WHITE CLEAR COAT          |               |                                      |            |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |               |                                      |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |
| <b>Dealer</b>         | 56388                   | SIERRA MOTORS INC                |               |                                      |            |
| <b>Dealer Address</b> | 510 E NORRIS DR         |                                  |               |                                      |            |
| <b>Dealer City</b>    | OTTAWA                  | <b>Dealer State</b>              | IL            | <b>Dealer Zip</b>                    | 61350      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                      |            |
|                       | SENECA IL [REDACTED]    | <b>Country</b>                   | UNITED STATES |                                      |            |

|                                                                            |                                         |
|----------------------------------------------------------------------------|-----------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default      | Alternator went bad                     |
| Product - Electrical - Battery - Other - Default                           | Battery needs to be replaced            |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | Seeking cost assistance                 |
| Corporate - CNA Change - Default - Default - Default                       | Updated coin - address and phone number |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that the alternator went bad in her vehicle which in turn drained the battery. Customer stated that the vehicle is at the dealership and she has an extended warranty which covers the alternator but not the battery. Customer is seeking cost assistance was quoted \$260.00 for the battery and labor. Agent contacted Sierra Motors Inc (56388) and spoke with service advisor Matt. Agent asked if there was any assistance that they are able to provide on their end, he stated that unfortunately they would not be able to cover the repair. Agent reviewed customer's information. Customer is third owner of the vehicle. Agent advised customer that we would not be able to assist with the cost of the repair.

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

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*



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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |             |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                      | <b>Open Date</b> | 12/04/2013                           | <b>Built Date</b> | 03/04/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 03/14/2011 | <b>Mileage</b>                     | 81,000           | <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>        | ERB        | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |             |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |             |

|                       |                              |                      |    |                   |       |  |
|-----------------------|------------------------------|----------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 65940                        | FRESNO CHRYSLER JEEP |    |                   |       |  |
| <b>Dealer Address</b> | 4880 NORTH BLACKSTONE AVENUE |                      |    |                   |       |  |
| <b>Dealer City</b>    | FRESNO                       | <b>Dealer State</b>  | CA | <b>Dealer Zip</b> | 93726 |  |

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

|                                                                                   |                                         |
|-----------------------------------------------------------------------------------|-----------------------------------------|
| Product - Electrical - Battery - Overheated - Default                             | battery fried from alternator incident. |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | high beams                              |
| Product - Unknown - Unknown - Fire - Unknown                                      |                                         |

Briefly summarize why the Customer is contacting Chrysler: Customer advises vehicle was smoking and making funny sound while driving, Customer pulled over and called the fire department. Vehicle was towed to FRESNO CHRYSLER DODGE JEEP RAM. Agent spoke to SM Wendy Baker who advises that battery did get ruined from the alternator incident and the alternator is being covered by the MVP. SM Wendy Baker advises Ms. [REDACTED] is a good Customer and is trying to take good care of the vehicle. MS [REDACTED] did advise agent also that she was having trouble with the high beams in her vehicle, and she saw information on internet that is electrical lamp related. Agent did source M10 completed recall claim and does note a wiring harness and fuse was replaced. Agent asked SM Wendy if M10 could be related to lamp issue. SM Wendy advises no it is not. SM Wendy has just now been advised by SA Randy that there are NO high beam bulbs in the vehicle, connectors were melted and a bit more investigation has to be done as to how/where these bulbs were installed. Agent provided Customer with case number. Customer is requesting that battery be replaced by Chrysler. SM Wendy advises warranty pricing part \$147.00 and labor \$30.97. Agent is escalating to 88F as Customer has had ongoing electrical issues

Briefly summarize what the customer is expecting: Customer wants cost assistance for battery replacement.

Please call customer Samantha at 559-389-4421.

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

OOW: Basic Warranty expired by 45,000 Miles.

MVP: Active CA7100N

History: New- 0, Pre Owned 1

Status update provided via email to the following email address:

[REDACTED]

My name is Kamisha and I have been assigned as your case manager. Here is some information that will be helpful for you to have.

My contact information: 800.763.8422 EXT 66184

My hours in the office: Monday through Friday form 11:30 AM to 8:00 Pm

Mountain Central time.

I will review your case and contact you by the end of business today at telephone # [REDACTED], if there is a better phone number to reach on you please email it to me.

End of Status Update

Writer contacted the SM Wendy; she was unavailable, writer left message and will follow up with SM on 12/05/2013.

Writer received a call from SM Wendy and writer was advised that the battery is ruined per the alternator issue with the vehicle that was covered under the MVP; SM confirmed with writer warranty prices per lines 17-18 and recommends a \$25.00 co-pay if it was in dealership parameters. Writer was informed per SM that the customer needs to bring the high beam bulbs in to verify if they are a factory product and see if the bulb is what caused the connector to melt. Writer advised SM Wendy that writer will follow up with the customer then the dealership.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer contacted the customer and writer informed the customer that Chrysler is going to cover the repair cost for the battery with \$25.00 co-pay, and writer recommends the customer bring in the high beam bulbs so the dealership can better diagnose the vehicle's light issue. The customer states that she no longer has possession of the high beam bulbs, when they blew out the customer discarded them, but she has purchased new bulbs from O Reilly Auto Parts, writer informed the customer that if they are not MOPAR parts it may void the warranty. The customer informed writer she will purchase MOPAR parts and is requesting that the writer contact SM Wendy and ask to not have the harness, that the customer provided to the dealership for the lights, placed on the vehicle as it was purchased per O Reilly Auto Parts as well. Writer will follow up with the dealership today and follow up with the customer no later than 12/06/2013.

Writer attempted to contact SM Wendy; she was unavailable, writer left message and will follow up with SM Wendy on 12/05/2013.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$147.00

Labor = \$30.97

Total = \$177.97

Co-pay = \$25.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

REASSIGNED TO BC/DLR 71 65940 12/04/13 16:44 O 24275296

Writer received a call from SM Wendy advising writer to call the dealership back with clarification on setting up an appointment for the customer as per vehicle is currently at the dealership.

Writer attempted to contact SM Wendy; she was unavailable, writer left message and will follow up with the dealership on 12/05/2013.

Writer contacted SM Wendy; she was unavailable, writer left message and will follow up with SM on 12/06/2013.

Writer attempted to contact SM Wendy, writer was disconnected.

Writer contacted SM Wendy and writer was advised that they are going to start the repairs on the battery and for the high beams it is on back order but the warranty prices are: Parts- \$148.40, Labor- \$103.22, Total- 251.62, and SM Wendy would recommend a \$25.00 to \$50.00 co-pay for the customer if it was in her parameters. Writer will follow up with SM Wendy regarding the decision on 12/06/2013.

[REDACTED] called requesting to speak to CM KH607. Writer warm transferred customer to CM for further handling.

Writer received a call from the customer advising that the dealership just called her and asked for her to return the rental but she has to be to work now and does not have time to return the rental today. Writer informed the customer that writer will approve the rental through today and that the customer would need to return it on 12/07/2013; writer will follow up with the customer on 12/09/2013.

Writer contacted SM Wendy and confirmed that the customer will return the vehicle by 12/07/2013; writer sent over the RA for Rental.

Writer received a voicemail from the customer and the customer stated that she got her jeep back form the dealership on Thursday the 5th and the break light is on again.

Writer attempted to contact the customer and the call could not be completed as dialed.

Writer contacted the customer at [REDACTED] and writer advised the that Chrysler is going to financially assist with replacing the High Beams with \$100.00 co-pay; writer will contact the dealership and follow up with the customer on 12/13/2013 regarding repairs.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$148.40

Labor = \$103.22

Total = \$251.62

Co-pay = \$100.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

Writer attempted to contact SM Wendy; she was unavailable, writer left message and will follow up on 12/10/2013.

Writer contacted SM Wendy and writer was advised that she did receive the RA and the repairs are going to be started; writer will follow up with the customer per lines 112-113.

Writer attempted to contacted SM Wendy; she was unavailable, writer left message and will follow up with the customer.

Writer attempted to contact the customer twice and writer disconnected due to wrong number dialed.

Writer contacted the customer and writer was informed the repairs for the headlights have not been completed due to dealership waiting on parts.

Writer informed the customer writer will follow up with SM Wendy on 12/16/2013, and follow up with the customer no later then 12/17/2013 to provide an update on the case.

Writer received a call from SM Wendy and SM confirmed that the dealership is waiting on parts and it should be in on 12/17/2013; writer will follow up with SM Wendy and the customer on 12/17/2013.

Writer attempted to contact SM Wendy; she was unavailable, writer left message and will follow up with SM on 12/18/2013.

Writer contacted the customer and informed the customer that the SM was out to lunch so writer does not have the information on if the part has arrived or if the repairs are in process; writer informed the customer that if writer does not hear back from SM Wendy today then writer will follow up with SM and the customer on 12/18/2013.

Writer received a call from SM Wendy and writer was informed that the part is in but the customer has not brought the vehicle back into the dealership for repairs yet. Writer will follow up with the customer no later then 12/18/213.

Writer attempted to contact SM Wendy; she was unavailable, writer left message and will follow up with SM on 12/19/203.

Writer attempted to contact the customer per phone # [REDACTED]; she was unavailable, writer left message and will follow up with the customer on 12/19/2013.

Writer attempted to contact the customer; writer disconnected due to writer dialing the wrong phone number.

Writer attempted to contact the customer per phone # [REDACTED]; and the customer confirmed that she has not taken the vehicle back in tor repairs but she will take it back into the shop after the first of the year. Writer informed the customer that due to the appointment not being until after the 1st of the New Year the case will be closed at this time but the customer can contact writer back once vehicle is into the shop or contact us at the brand number.

Status update provided via email to the following email address:

[REDACTED]

██████ I am emailing you to let you know you can contact me at the number you have which is 800-763-8422- EXT 66184 or our brand number of 800-423-6343 to reopen you case or open a new case once you take the vehicle into the shop to have the repairs completed.

End of Status Update

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

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

[REDACTED]

|                       |                    |                                  |                  |                                      |                   |            |
|-----------------------|--------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG4          | BH [REDACTED]                    | <b>Open Date</b> | 12/08/2013                           | <b>Built Date</b> | 02/16/2011 |
| <b>Model Year</b>     | 2011               | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/22/2011         | <b>Mileage</b>                   | 60,060           | <b>Dealer Zone</b>                   | 32                | NEW YORK   |
| <b>Plant</b>          | H                  | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PSC                | BILLET METALLIC CLEAR COAT       |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 24288              | WORLD JEEP                       |                  |                                      |                   |            |
| <b>Dealer Address</b> | 688 SHREWSBURY AVE |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | TINTON FALLS       | <b>Dealer State</b>              | NJ               | <b>Dealer Zip</b>                    | 07701             |            |
| <b>Owner</b>          | [REDACTED]         |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]         |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | FREEHOLD NJ        | [REDACTED]                       | <b>Country</b>   | UNITED STATES                        |                   |            |

|                                                                       |                         |
|-----------------------------------------------------------------------|-------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | May need new alternator |
| Corporate - Survey By-Pass - Default - Default - Default              |                         |

Briefly summarize why the customer is contacting Chrysler:

Customer states his vehicle experienced electrical warning light and had vehicle boost to start it and took vehicle to a battery store to test battery. Customer was told it was a problem with alternator.

Briefly summarize what the customer is expecting:

Customer seeking help from Dodge.

Agent informed customer that if customer takes vehicle to CJDR dealer to have vehicle diagnosed and dealer does not offer cost assistance, to call back to CAC and there is a possibility that cost assistance can be provided, but not guaranteed.

Customer states he will try to get vehicle to dealer 24288 this evening or tomorrow.

Reassigned to BR379 - No Diagnosis.

The customer called back and stated that he had taken his vehicle to the WORLD JEEP CHRYSLER DODGE Dealership and was calling back as the diagnostics had been completed on the vehicle. The customer stated that WORLD JEEP CHRYSLER DODGE SA advised him that the vehicle would need to have the alternator replaced.

The customer stated that he has two options-remanufactured alternator would cost about 481.00 plus tax or new alternator would cost about \$673.00 plus tax.

The customer stated that he was advised that both are not available and have to be ordered in.

The customer stated that the alternator should not go on a vehicle at this age.

The customer stated that he wants assistance for the cost of the repair which he stated will be about \$500.

The agent called the WORLD JEEP CHRYSLER DODGE Dealership and requested to speak to the service department to gather diagnostic information. The agent was advised by SM Will that the customer s vehicle was at the WORLD JEEP CHRYSLER DODGE Dealership and that the vehicle would require an alternator.

The customer is the third owner of the vehicle.

The customer s basic warranty has expired however the customer has a MVPP service contract and powertrain warranty remaining on the vehicle.

The SM Will at the WORLD JEEP CHRYSLER DODGE Dealership stated that they had attempted to see if it would be covered by any warranty and was unable to have it accepted. The SM Will stated that he had ordered the part and that they expected to have the parts on Friday. The SM Will stated that there is no warranty and he has advised the customer that there would be no dealership assistance with the repair.

The customer stated that he is very disappointed and that Dodge should be paying to repair his vehicle.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG2  | BH [REDACTED]                    | <b>Open Date</b> | 12/09/2013                           | <b>Built Date</b> | 03/14/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/16/2011 | <b>Mileage</b>                   | 669,832          | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PVG        | TOXIC ORANGE PEARL 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |
|                | COLLEGE PARK GA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                   |
|----------------------------------------------------------------------------|---------------------------------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | customer seeking alternator to be done at no cost |
| Corporate - Recall - Default - Default - Default                           | no recall for alternator                          |
| Corporate - CNA Change - Default - Default - Default                       | updated                                           |

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

alternator/wiring issues

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

I have a 2011 Dodge Charge and I have only had my car for a year and couple months. First the battery went dead in the car after replacing the battery the power went out all over again just to find out that the alternator is damage after doing my research I noticed that all the Dodge Chargers is having the same issues to where it s a recall issue. I don t have 500 to replace the alternator is their something that warranty can cover I didn t expect to be having so many issues with a 2 year old vehicle.

\*\*\*\*\* END OF CUSTOMERS EMAIL \*\*\*\*\*

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

A review of our records indicates that your 2011 Dodge Charger does not currently require service for any recall campaigns except L28 FRONT EXTERIOR DOOR HANDLES which when you contacted Dodge by phone an agent informed you of the recall. 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.Dodge.com/en/owners> and enter your Vehicle Identification Number where appropriate.

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

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

Thanks again for your email.

Sincerely,

Sierra

Customer Service Representative

Dodge Customer Assistance Center

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

Customer states he is having an issue with the headlight wiring and wants

to know if vehicle is included in a recall for this. Agent informed customer of the L28 recall which needs to be completed. Customer is referring to the M01 recall. Agent found M01 recall parameters and explained to customer why his vehicle was not included.

---

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

[REDACTED]

|                       |                        |                                    |                  |                                      |                     |               |
|-----------------------|------------------------|------------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG1              | BH [REDACTED]                      | <b>Open Date</b> | 12/09/2013                           | <b>Built Date</b>   | 03/08/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 03/11/2011             | <b>Mileage</b>                     | 48,303           | <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>         | ERB                    | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |               |
| <b>Dealer</b>         | 06347                  | NEWBURGH PARK MOTORS INC           |                  |                                      |                     |               |
| <b>Dealer Address</b> | 200 AUTO PARK PLACE    |                                    |                  |                                      |                     |               |
| <b>Dealer City</b>    | NEWBURGH               | <b>Dealer State</b>                | NY               | <b>Dealer Zip</b>                    | 12550               |               |
| <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 |

Product - Electrical - Alternator/Voltage Regulator - Defective - Default

Customer states the alternator needs replacement

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle had died while her daughter was driving the vehicle. Customer states that this had happened previous in Sept and she was told that the vehicle required a new battery which cost \$320. Customer states that with the most recent break down it is diagnosed by dealer 06347 that the vehicle requires a new alternator which will cost \$700. Customer states she would like cost assistance for the repairs. Briefly summarize what the customer is expecting: Cost assistance for the alternator replacement.

Agent contacted SA Jessica who confirmed the past incident with the vehicle and that the vehicle is currently at the dealership. SA stated the two issues would not be related. Sa also confirmed that the vehicle needs a new alternator. Agent spoke with SM Alison who stated she would be willing to provide some sort of goodwill cost assistance and will contact the customer with the exact figures after she works them out. Agent called customer back and left VM stating that the SM has stated she is willing to provide cost assistance for the repairs.



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

[REDACTED]

|                       |                          |                                 |                  |                                      |                     |               |
|-----------------------|--------------------------|---------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG5                | CH [REDACTED]                   | <b>Open Date</b> | 12/14/2013                           | <b>Built Date</b>   | 06/23/2012    |
| <b>Model Year</b>     | 2012                     | <b>Body</b>                     | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 07/16/2012               | <b>Mileage</b>                  | 18,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT         | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8                      | BLACK CLEAR COAT                |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE          |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                      | 8-SPD AUTO 8HP45 TRANS (BUY)    |                  |                                      |                     |               |
| <b>Dealer</b>         | 44311                    | KERNERSVILLE CHRYSLER DODGE LLC |                  |                                      |                     |               |
| <b>Dealer Address</b> | 950 HIGHWAY 66 SOUTH     |                                 |                  |                                      |                     |               |
| <b>Dealer City</b>    | KERNERSVILLE             | <b>Dealer State</b>             | NC               | <b>Dealer Zip</b>                    | 27284               |               |
| <b>Owner</b>          | [REDACTED]               |                                 |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                                 |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | HIGH POINT NC [REDACTED] |                                 |                  |                                      | <b>Country</b>      | UNITED STATES |

Product - Electrical - Battery - Defective - Default

Customer's car goes into battery saver mode.

Briefly summarize why the customer is contacting Chrysler: Customer s car has gone into battery saver mode twice recently. She brought it to dealer 44311 and they replace the alternator. The second time they replaced the battery. And it is still going into battery saver mode. Now it is at dealer and she needs the car because it is specially equipped as a handicapped vehicle.

Briefly summarize what the customer is expecting: Customer is tired of this happening. She wants it fixed.

Moreover, she needs it fixed by Wednesday because she has to take her husband to surgery and she can only drive this car.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CGX  | BF [REDACTED]                    | <b>Open Date</b> | 12/18/2013                           | <b>Built Date</b> | 04/11/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 04/13/2011 | <b>Mileage</b>                   | 39,000           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |             |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |             |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |             |

|                       |            |                     |    |                   |       |  |
|-----------------------|------------|---------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 49903      | M FRANICH CPD/AVIS  |    |                   |       |  |
| <b>Dealer Address</b> | PO BOX 651 |                     |    |                   |       |  |
| <b>Dealer City</b>    | PARSIPPANY | <b>Dealer State</b> | NJ | <b>Dealer Zip</b> | 07054 |  |

|                |                        |                     |               |
|----------------|------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]             | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | PLYMOUTH MA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                         |
|---------------------------------------------------------------------------|-------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Vehicle is not starting |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default             |                         |

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

Briefly summarize why the customer is contacting Chrysler:

Customer stated that his vehicle is not starting and he strongly believes it is a alternator issue. Customer stated his battery is dead.

Briefly summarize what the customer is expecting:

Customer seeking advise on what to do with the vehicle.

Agent advised the customer that he does have towing assistance to get the vehicle to a dealership to be properly diagnosed. Customer stated he wouldn t want to really spend \$100 on a diagnosis when it will come back telling him something he knows. Agent advised the customer that if he were to bring it to a IRF if something else went wrong with a component of the vehicle that is covered under a warranty that could possibly void any warranty coverage. Agent insisted the customer brings the vehicle to a dodge dealership and customer agreed.

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

\*\*\*Reassigned to TL for survey by-pass\*\*\*

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                    | <b>Open Date</b> | 12/24/2013                           | <b>Built Date</b> | 06/17/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 06/30/2011 | <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>         | PVG        | TOXIC ORANGE PEARL 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]    |
|                | PHILA PA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                      |
|---------------------------------------------------------------------------|--------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator wore prematurely.         |
| Product - Electrical - Battery - Defective - Default                      | Battery worn due to alternator wear. |
| Corporate - Survey By-Pass - D-12-27 - Default - Default                  |                                      |

Customer wants a callback at [REDACTED] from CP1000. Briefly summarize why the customer is contacting Chrysler: Customer is contacting Dodge because she had her vehicle diagnosed at Barbera s Autoland 60493Ü. Customer was told her alternator has worn prematurely and as a result has worn the battery as well. Customer states the alternator is covered but the battery is not. Customer does not understand because the battery did not wear due to anything she did wrong.

Writer verified the concerns with SA Pearla 60493. SA Pearla verified that the alternator is covered under the service contract; however, the battery is not covered within the service contract. Writer advised the customer. Customer understood.

Writer advised that the repair of the battery appears to fall within the dealer s parameters to assist as the vehicle is just shortly out of warranty. Writer offered to contact the dealership with regards to the option of cost assistance. Customer understood.

Writer attempted to contact SM. SM was not available. Writer left a message leaving the phone number, and case number, and nature of the call.

Writer advised the customer. Customer understood. The line was dropped when customer tried to place writer on hold.

Writer tried to contact the customer twice at [REDACTED]. Call went straight to voicemail. Writer left a message to advise the case number and the phone number we can be reached at.

Briefly summarize what the customer is expecting: Customer seeking assistance with the cost of the repair for her battery.

Writer contacted the SM. Writer advised the SM that customer appears to fall within the dealer s parameters to assist and asked if he would be willing to help with the repairs of the battery under D-12-27. SM stated that once the alternator is in, if the battery needs to be replaced they will do so; otherwise, if the battery is functional there is no need to replace it. SM stated he would call back with the diagnosis and assist with the information to close the file.

Writer went back to customer - customer was not on the line. Writer dropped the call.

Writer attempted to contact SM regarding an update on the case; reception advised that service is closed until 12/26/2013 at 7:00AM.

Writer attempted to contact SM regarding an update on the case; writer left message with service reception Madeline, advising the SM of the case number and nature of the call.

Writer attempted to contact customer at [REDACTED] and [REDACTED];

both unsuccessful. Writer left a message to contact back regarding what is going on with the case - whether the issue is resolved. Writer left phone number and case number to call back.  
Service Manager Tom calling back in regards to VM. Agent advised SM of line 27-29. SM states they did provide cost assistance with the battery, but the customers were cursing and are not welcome to go back.

---

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

[REDACTED]

|                      |                        |                                    |               |                                      |            |             |
|----------------------|------------------------|------------------------------------|---------------|--------------------------------------|------------|-------------|
| <b>VIN</b>           | 2B3CL3CG5BH [REDACTED] | <b>Open Date</b>                   | 12/27/2013    | <b>Built Date</b>                    | 03/04/2011 |             |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |             |
| <b>In Service Dt</b> | 03/14/2011             | <b>Mileage</b>                     | 57,000        | <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>        | ERB                    | 3.6L V6 24V VVT ENGINE             |               |                                      |            |             |
| <b>Transmission</b>  | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |            |             |

|               |       |                        |
|---------------|-------|------------------------|
| <b>Dealer</b> | 52912 | GLENN E THOMAS COMPANY |
|---------------|-------|------------------------|

|                       |                  |  |  |  |  |  |
|-----------------------|------------------|--|--|--|--|--|
| <b>Dealer Address</b> | 2100 E SPRING ST |  |  |  |  |  |
|-----------------------|------------------|--|--|--|--|--|

|                    |             |                     |    |                   |       |  |
|--------------------|-------------|---------------------|----|-------------------|-------|--|
| <b>Dealer City</b> | SIGNAL HILL | <b>Dealer State</b> | CA | <b>Dealer Zip</b> | 90755 |  |
|--------------------|-------------|---------------------|----|-------------------|-------|--|

|              |            |                     |           |
|--------------|------------|---------------------|-----------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | TELEPHONE |
|--------------|------------|---------------------|-----------|

|                |            |                   |  |
|----------------|------------|-------------------|--|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> |  |
|----------------|------------|-------------------|--|

|                 |            |                |               |
|-----------------|------------|----------------|---------------|
| <b>BOISE ID</b> | [REDACTED] | <b>Country</b> | UNITED STATES |
|-----------------|------------|----------------|---------------|

|                                                                       |                               |
|-----------------------------------------------------------------------|-------------------------------|
| Product - Electrical - Battery - Other - Default                      | Battery needs to be replaced. |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Issue with the alternator.    |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge about some issues with his vehicle. Customer states that they are having issues with his vehicle. Customer states that the vehicle had shut down and it was taken to a local dealership. Customer states that he was advised that the alternator and battery would need to be replaced. Customer states that while looking online he had seen some issues with the alternator and was inquiring if his vehicle would be covered or not.

Briefly summarize what the customer is expecting: Agent advised customer that there were no open recalls for the electrical system on his vehicle. Agent advised customer that there were no TSB showing as well. Agent advised customer that at this time, Dodge would not be able to assist with the repair.

Customer called back looking for a discount. Agent informed the customer that we cannot offer a discount on the repair. Agent called the dealership and spoke to SA Frank who stated that the alternator and battery failed on the vehicle. Agent spoke to SM Adrian to ask for a discount, but SM declined the discount because the vehicle was not purchased there and he has not been there for maintenance. Agent informed customer of this information. Customer appreciated agent looking further into this for him.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                                  |               |                                      |               |          |
|-----------------------|--------------------------|----------------------------------|---------------|--------------------------------------|---------------|----------|
| <b>VIN</b>            | 2B3CL3CG6BH [REDACTED]   | <b>Open Date</b>                 | 12/31/2013    | <b>Built Date</b>                    | 01/25/2011    |          |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |               |          |
| <b>In Service Dt</b>  | 04/22/2011               | <b>Mileage</b>                   | 30,000        | <b>Dealer Zone</b>                   | 32            | NEW YORK |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US            |          |
| <b>Color</b>          | PRY                      | REDLINE 3 COAT PEARL             |               |                                      |               |          |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |               |                                      |               |          |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |               |          |
| <b>Dealer</b>         | 26776                    | METRO CHRYSLER JEEP              |               |                                      |               |          |
| <b>Dealer Address</b> | 1667 HARTFORD AVE        |                                  |               |                                      |               |          |
| <b>Dealer City</b>    | JOHNSTON                 | <b>Dealer State</b>              | RI            | <b>Dealer Zip</b>                    | 02919         |          |
| <b>Owner</b>          | [REDACTED]               |                                  |               | <b>Contact Type</b>                  | TELEPHONE     |          |
| <b>Address</b>        | [REDACTED]               |                                  |               | <b>Home Phone</b>                    |               |          |
|                       | CUMBERLAND RI [REDACTED] |                                  |               | <b>Country</b>                       | UNITED STATES |          |

|                                                                 |                                 |
|-----------------------------------------------------------------|---------------------------------|
| Product - Drivability - Unknown - Hesitation/No Power - Default | No power in car                 |
| Corporate - Warranty Coverage - Default - Default - Default     | Warranty coverage on alternator |

Briefly summarize why the customer is contacting Chrysler:  
Customer states that last night the battery indicator light came on, then all the lights started coming on and then he pulled in the driveway, and it smelled like something was burning. Then the car lost all of its power. Customer had it towed to a local IRF. Customer wants to know what his options are. Agent informed the customer that he is still within all of his warranties so he should get the vehicle to the dealership to get diagnosed. Customer wanted to know if the alternator would be covered under warranty. Agent informed the customer that the part should be covered under the basic warranty pending a diagnosis.  
Briefly summarize what the customer is expecting:  
Warranty information.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 01/03/2014                           | <b>Built Date</b> | 02/24/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/09/2011 | <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>         | PSC        | BILLET METALLIC 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]    |
|                | FORT WORTH TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                   |
|-----------------------------------------------------------------------|-------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | alternator failed |
| Product - Electrical - Battery - Complete Failure - Default           | battery failed    |

Briefly summarize why the customer is contacting Chrysler: Customer called because he is having an issue with the electrical system. Customer stated that both the alternator and the battery has failed. Customer had to have his vehicle towed. Customer stated that the vehicle was towed to Clay Cooley Suzuki dealer. Customer is the third owner, but he current owns 3 vehicle and owned 3 vehicles. Agent contacted the customer back and left a message. Agent advised the customer that we are unable to give cost assistance and he can keep the vehicle at the current dealer, when he gets the battery and alternator fixed he can go to the Dodge dealer to get the recalls done.

Briefly summarize what the customer is expecting: cost assistance. Customer called in stating that he lost the last agent. Writer advised that there are 2 recalls on the vehicle but they do not appear to have to deal with the recalls. Customer states that his ABS light came on before the car died so he beleives that it does have to do with the recall. Writer advised that the DLR can complete the recalls however for additional repairs he would need to pay for those as well as the tow to the DLR.

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

[REDACTED]

|                       |                          |                                    |                  |                                      |                     |                         |
|-----------------------|--------------------------|------------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG9                | BH [REDACTED]                      | <b>Open Date</b> | 01/04/2014                           | <b>Built Date</b>   | 02/10/2011              |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 02/13/2011               | <b>Mileage</b>                     | 42,447           | <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>         | ERB                      | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |                         |
| <b>Dealer</b>         | 58821                    | MASSEY YARDLEY INC                 |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 777 N STATE ROAD #7      |                                    |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PLANTATION               |                                    |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33317 |
| <b>Owner</b>          | [REDACTED]               |                                    |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]               |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | LAUDERHILL FL [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                           |                                                |
|---------------------------------------------------------------------------|------------------------------------------------|
| Recall - L28: FRONT EXTERIOR DOOR HANDLES - Other                         | Advised customer has been completed            |
| Recall - M10: ABS/ESC WIRING - Other                                      | Advised customer has been completed            |
| Corporate - Recall - Default - Default - Default                          | Agent advised customer no recall on alternator |
| Corporate - CNA Change - Default - Default - Default                      | Agent updated contact information              |
| Product - Electrical - Battery - Overheated - Default                     | Customer states her battery overheated         |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer states needs to be replaced           |

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

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

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

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle went into battery saver mode. Customer states first the radio shut off, then the air conditioner, the dash lights went out and as she pulled over her steering wheel was locking. Customer states she notice a smell like something was burning. Customer wondering if there was a recall on her vehicle.

-

Customer states she took to an IRF as it was late and was advised that the battery was overheating and that her alternator must be replaced. Customer states she was advised that she is lucky the battery did not catch fire.

-

Agent advised that there are no recalls on this issue. Agent advised that the recalls on VIN have been completed. Agent advised customer that if there was a recall on VIN we would send out a notification. Agent advised basic warranty is expired and explained what coverage she still has remaining on her vehicle.

-

Customer states she had work done on her vehicle for the ABS. Agent contacted DLR to see if was due to recall. Service department stated this was the actual sensor and was not due to recall. Briefly summarize what the customer is expecting: Customer seeking recall information.

Agent also explained to customer how she could download the warranty information on her brand website.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                    | <b>Open Date</b> | 01/09/2014                           | <b>Built Date</b> | 07/04/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 07/25/2011 | <b>Mileage</b>                   | 60,000           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PVG        | TOXIC ORANGE PEARL COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT 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>   | [REDACTED]    |  |  |  |
|                | KATY TX [REDACTED] | <b>Country</b>      | UNITED STATES |  |  |  |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

Customer states he needs a new alternator

Briefly summarize why the customer is contacting Chrysler:  
 Customer states that his vehicle has been at the shop for 2 months. Customer states the vehicle on oct 28th the vehicle just went dead and the DLR said it was the alternator. Customer states they also stated there may be a wiring issue with the vehicle and they are trying to get him to pay \$1000 for the alternator. DLR states that the alternator and battery were dry and need replacing SA also stated there are no notes on a wiring issue for the vehicle either. Agent inquired about possible cost assistance on the DLR end and SA stated he does not know anything about that agent inquired to speak to SM and he stated they are in a meeting SA took CAIR number and information and stated he will have his SM look into and give us a call back. Agent advised customer this needs additional research and he will receive a call back.

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

Agent waiting to speak to SM in regards to cost assistance.

SA Florence James called in and stated that the customer needs to replace the battery and alternator on the vehicle so they can proceed to diagnose the issue. SA Florence stated that when they told the customer how much the battery and alternator were going to cost the customer wanted to supply his own because he felt it would be cheaper. SA Florence stated they have been waiting for the customer to bring the parts in and the customer has not. SA Florence stated that the customer told him he is now going to just pick the vehicle up. SA Florence stated that the dealership is not willing to participate in any type of cost assistance for the customer because he is out of warranty and they were already giving him a break on the labor he had stated.

Customer called again and stated he was waiting for someone to call him back. Writer checked narrative and found that SA from dealership called in to say they are waiting for customer to act on issue. Customer stated he was expecting callback with offer of cost assistance because wiring in vehicle is defective. Writer advised that cost assistance has not been offered. Writer checked and customer has no service contract, is not original owner, and has only owned 1 Dodge vehicle. Customer stated he might get an attorney.





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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG3  | BH [REDACTED]                      | <b>Open Date</b> | 01/12/2014                           | <b>Built Date</b> | 03/09/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/14/2011 | <b>Mileage</b>                     | 70,376           | <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>        | ERB        | 3.6L V6 24V VVT 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>   |               |
|                | AUBURN AL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                             |
|---------------------------------------------------------------------------|-----------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default     | Battery saver mode          |
| Corporate - CNA Change - Default - Default - Default                      | COIN update                 |
| Product - Electrical - Lamps and Switches - Burned Out - Default          | Headlights burn out quickly |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default             |                             |
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default |                             |

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

Headlight and Alternator issues, MAJOR

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

I have a 2011 dodge charger, I just hit 70k miles, ive already had wiring issues early on and now my headlights continue to burn out fast and the biggest issue is that my alternator is failing. I keep getting the 'battery saver mode' on my cluster. the dealership here in Opelika al refuses to help with the issues and I feel like it being so new that Im being treated unfairly by the dealership and dodge as a whole. I feel like information is not being given to me or work that is warranted is not being done. its ridiculous that Im having to go through all this with a 2011 vehicle that I ve only owned for 16 months. I need dodge to take responsibility for this monumental screw up.

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

Dear [REDACTED]:

Thank you for contacting the Dodge Assistance Center.

I apologize that you are experiencing problems with the headlights burning out quickly and the alternator failing on your 2011 Dodge Charger and appreciate the time you took to bring this to my attention.

To review and research your concern, I would like to contact the Service Department at Opelika Chrysler. Unfortunately, at this time, the dealership is closed. Once I have spoken to the Service Manager I will then contact you and provide an update to your case.

I appreciate your patience and understanding as I look further into your concern. I will be in contact with you soon.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative  
Dodge Customer Assistance Center

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

DEALER CONTACT: OPELIKA CHRYSLER DODGE JEEP RAM 334-749-8113

SA Markus said the vehicle was there on 12/21/13. Diagnosed the vehicle would not start, battery died. Markus said the cause was the alternator failing. They provided a quote. and the customer paid for towing.

Markus said that there was nothing listed for the headlights concern.

Dear [REDACTED]:

This email is to follow up with your headlight and alternator concern. I contacted Markus in the Service Department at Opelika Chrysler to review

repair history. What I will do is forward your case to a more appropriate area for their attention and response. A Case Manager will be in contact with you by phone in one to two business days.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative  
Dodge Customer Assistance Center

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

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? (Owner/Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?45628

Reassigned to 88F

Thank you for your concern and help so far.

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

NAN

\*\*\*\*\*END OF CAC RATIONALE\*\*\*\*\*

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

Vehicle history: 2nd Owner: 0 New, 2 Used

OOW: yes by 35,000 miles

Service contract: None

Writer called the dealer and spoke with SM Jerry and was advised that the

last time the vehicle was at the dealer was on 12/21/13 at 70,376. SM

Jerry stated that the customer had the vehicle towed in for a no start

and battery issue. SM Jerry stated that the customer was advised that the

alternator was failing and was provided a price for the cost of replacing

the alternator as \$750.00 which included parts, labor and shipping for

the part because the part would have to be shipped overnight. Customer

declined the repairs and paid for the diagnosis. SM Jerry stated that the

customer did not inform the dealer about the headlights burning out. SM

Jerry stated that if the customer is having issue then a new diagnosis

would have to be done and customer would have to contact the dealer and

set up an appointment. Writer stated that writer will contact the

customer and informed the customer of what SM Jerry advised writer of.

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

[REDACTED]. Writer called the customer and left a message for the

customer requesting customer to return writer phone call otherwise writer

will follow up tomorrow Friday 1/17. Writer wanted to advise the customer

that a new diagnosis will need to be performed by the dealer and that the

customer would need to contact the dealer and set up an appointment.

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Neshia and I have been assigned as your Case Manager.

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

Your case number is [REDACTED].

Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66311.

My work hours are 7:00am-3:30pm Mountain Standard Time Monday-Friday.

I will contact you by telephone to review your case with you.

End of Status Update

Writer received an inbound call form the customer. Writer advised the

customer that a new diagnosis has to be done in order for writer to

assist the customer. Writer explained that writer can not guarantee cost

assist but once a diagnosis is done writer can see what can be done for

the customer. Customer stated that customer will take the vehicle in

either the week of the 27th or the first week of February. Writer advised

the customer that writer can put the case on hold today Friday 1/17 and

once the vehicle is at the dealership the customer is to contact writer

and writer will continue working with the case. Customer was okay with

writer putting the case on hold.

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

---

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

[REDACTED]

|                      |                         |                                  |               |                                       |            |          |
|----------------------|-------------------------|----------------------------------|---------------|---------------------------------------|------------|----------|
| <b>VIN</b>           | 2B3CM5CT9 BH [REDACTED] | <b>Open Date</b>                 | 01/12/2014    | <b>Built Date</b>                     | 01/20/2011 |          |
| <b>Model Year</b>    | 2011                    | <b>Body</b>                      | LDEP48        | DODGE CHARGER R/T AWD FOUR DOOR SEDAN |            |          |
| <b>In Service Dt</b> | 05/04/2011              | <b>Mileage</b>                   | 86,953        | <b>Dealer Zone</b>                    | 32         | NEW YORK |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                     | US         |          |
| <b>Color</b>         | PBV                     | BLACKBERRY PEARL COAT            |               |                                       |            |          |
| <b>Engine</b>        | EZH                     | 5.7L V8 HEMI MDS VVT ENGINE      |               |                                       |            |          |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                       |            |          |

|                       |               |                                    |    |                   |       |  |
|-----------------------|---------------|------------------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 66932         | FULLERTON CHRYSLER JEEP DODGE CORP |    |                   |       |  |
| <b>Dealer Address</b> | 1050 ROUTE 22 |                                    |    |                   |       |  |
| <b>Dealer City</b>    | SOMERVILLE    | <b>Dealer State</b>                | NJ | <b>Dealer Zip</b> | 08876 |  |

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

|                                                                           |                                            |
|---------------------------------------------------------------------------|--------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default     | Customer claims his alternator has failed. |
| Product - Transmission / Transaxle - Unknown - Complete Failure - Default | Customer states AWD has gone out           |

Briefly summarize why the customer is contacting Chrysler: Customer stated that his alternator has failed. Vehicle has not been diagnosed. Vehicle is currently at DLR Fullerton (66932). Agent did not contact DLR because it is Sunday. Agent did not update COIN because customer s method of contact was CHAT.

Briefly summarize what the customer is expecting: Customer requested cost assistance.

\*\*Next agent: contact DLR and escalate to 88F

Customer is only OOW by mileage

Customer has SC

Original owner

Vehicle has long repair history

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

Survey By Pass - No Diagnosis

Customer called to follow on the case. Customer stated the dealership was going to diagnose the vehicle this morning.

Agent called the dealership and spoke with SM Anthony who advised he does know the customer and the vehicle and advised he would be willing to offer goodwill assistance ounce the diagnosis has been completed.

Agent called the customer back and left a message for him to work with SM Anthony on this matter.

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle has had reoccurring drivability issues. Customer states the vehicle has left his family stranded multiple times.

Briefly summarize what the customer is expecting: Customer seeks Chrysler s assistance to get out of the vehicle.

Agent contacted Fullerton Dodge (66932). Service Russ the vehicle is at the dealership. Service states our center has contacted him regarding this customer. Agent was placed on 10 minute hold. Agent was disconnected from dealership.

Customer has contacted Dodge customer service center several times spoke with several agents.

Agent advises customer as per AC # 18734 1 business day call back.

Customer preferred contact # [REDACTED].

Briefly summarize why the customer is contacting Chrysler: Customer calling in requesting to receive a callback sooner than they were advised. Customer states that they wanted to speak with someone in order to receive a rental.

Briefly summarize what the customer is expecting: Customer is expecting to receive a rental.

Agent advised: Agent advised customer that their request for a callback has been escalated and it is one business day as the CM needs to review the case. Agent then advised that the customer does not fit within the parameters to provide a rental.

customer called back states Dealer FULLERTON CHRYSLER JEEP DODGE RAM, 908-722-2500 #66932 -Russ ext 285 states alternator failed and needs to know if Chrysler going to give any assistance with the part before they order the part. It takes 1 day for part to come in. Russ is not sure if battery will charge but he thinks it will. Customer has 64480 miles on vehicle [REDACTED] says he will not order the part until we hear from him whether we will cover it under warranty.

Customer states he will never buy another Chrysler product.

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

OOW of 3/36 by 29,000 miles in by 4 months

X Chrysler vehicles in household, 1 new and 0 used

MVP Contracts = GMACI SMART LEASE PROTECT

Writer contacted dealer at 908-722-2500 and was advised that SM was at lunch. Left message for SM requesting a call back.

Customer calls to speak with their Case Manager.

Transferred the customer to MD1286 at ext 66027.

Writer accepted transfer call from customer. Customer stated that dealership has the vehicle and the repair has been done. Customer stated vehicle was towed to dealership that he is loyal too. Customer stated dealership provided a loaner vehicle that will be returned 01-14-14 with customer vehicle being picked up. Customer requested reimbursement for the repair. Customer stated he feels vehicle is unreliable and would like to switch vehicle for another. Writer advised dealer would be contacted to look into reimbursement. Writer advised follow up 01-15-14 to confirm repairs.

CONTACT UPDATE - 1st Contact per lines 61-69.

Status update provided via email to the following email address:

[REDACTED]  
My name is Melissa and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.

Chrysler Customer Care telephone number: 1-800-763-8422

My direct extension is 66027

My work hours: 10:00am to 6:00pm EST. , Monday - Friday.

I will contact you on 01-15-14 to confirm repairs.

End of Status Update

Writer received message from SM Anthony requesting call back.

Writer contacted dealer at 908-722-2500 spoke with SM Anthony. SM stated that alternator was an internal failure. SM stated the vehicle is at the dealership and repairs have been finished. SM stated a loaner vehicle was provided.

Warranty price:

Parts- 486.84

labor- 100.04

Writer contacted dealer at 908-722-2500 left message for SM Anthony.

Writer requested call back to go over information about payment.

Customer states he would like to be put through to his CM as he lost her extension. Agent provided ext 66027 and transferred customer to MD1286

SM Anthony called requesting to speak to CM MD1286. Writer warm transferred customer to CM SH1083 for further handling.

Writer took call from SM (Anthony). Offer is not available for customer, CM is only one that can handle this issue. Am documenting file that DLR needs call back as soon as possible.

Writer contacted dealer at 908-722-2500 and left message for SM Anthony requesting a call back.

Writer received message from customer requesting a call back about payment.

Customer calling requesting to speak with CM. Agent transferred customer to CM's voice mail since she wasn't available. 1-800-763-8422 ext. 66027

Writer accepted call from SM Anthony who stated customer is at the dealer



waiting to pick up the vehicle. Writer informed SM that Chrysler will cover the repairs with \$100.00 co pay from customer. SM stated that he would let the customer know of results.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$486.84

Labor = \$100.40

Total = \$587.24

Co-pay = \$100.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

REASSIGNED TO BC/DLR 32 66932 01/14/14 15:47 R 24427011

Prior to call on line 103, writer recieved message from customer requesting information on case.

Writer contacted dealer at 908-722-2500 spoke with SM Anthony. SM stated that repairs were finished and customer has picked up the vehicle. SM stated that customer has paid the co pay.

Writer contacted customer at [REDACTED]. Writer verified that vehicle was picked up and that repairs were done. Customer stated the vehicle is working fine but still feels it is not reliable because of past concerns. Customer stated that he would like to get out of the vehicle or get an extended warranty and towing. Customer stated vehicle has left his family stranded twice and towing cost extra because of the distance. Writer advised case would remain open for further research about extended warranty. Follow up by 01-17-14.

1/15 am spoke to the sm who stated that repairs to the vehicle have been completed.

Writer contacted customer at [REDACTED]. Writer informed that more time is needed to look into getting an extended warranty. Writer advised follow up by 01-21-14.

Writer contacted customer at [REDACTED]. Left message.

Writer recieved message from customer requesting call back.

Writer contacted customer at [REDACTED]. Writer offered 3 year 6 oil changes of and Essential care SC. Customer declined offer and wants to see if Chrysler will buy vehicle back and customer will get into a new Dodge vehicle. Customer stated that a knocking noise when driving over holes. Customer stated he is going to take vehicle in for diagnosis. Customer stated that vehicle feels unreliable and that his wife refuses to drive vehicle. Writer informed customer further research will be done on other options. Follow up by 01-24-14.

Writer accepted call from customer. Customer stated that the all wheel drive had just gone out on the vehicle. Customer stated that it was making a noise in the front before the AWD went out. Writer advised customer to take the vehicle into the dealership and customer agreed. Customer stated that he no longer wants the vehicle for it is unreliable. Writer advised follow up by 01-24-14.

Writer contacted dealer at 908-722-2500 left message for SM Anthony. Writer spoke with Maun who stated that customer has not contacted the dealer for an appointment.

Writer contacted customer at [REDACTED]. Customer stated he has not had time to schedule an appointment and will do so this weekend. Customer stated that vehicle gave the same warning as when the recall was needed with the AWD. Customer stated that Chrysler should help him get out of vehicle and into a new one. Writer advised customer that he is not in boundaries for a buy back and that Chrysler could do nothing further with getting him out of the vehicle. Customer stated that he has money to put down on a new vehicle and if Chrysler does not help he will not buy another vehicle from Chrysler. Writer advised customer to call and get an appointment set and that there is not many options to give him like service contracts due to current contract. Follow up by 01-28-14.

[REDACTED] called requesting to speak to CM MD1286. Writer warm transferred customer to CM for further handling.

Writer received call from customer. Customer stated that dealer was



contacted and he was told that since the code cleared off that the vehicle is drivable and if it happens again to bring it in. Customer restated lines 163-166. Customer stated the vehicle is well maintained and he would like to get a new vehicle so his family is not stranded again.

Writer contacted customer at [REDACTED]. Left message.

Writer contacted customer at [REDACTED]. Left message.

Customer called in requesting Case Manager. Writer transferred to MD1286.

Writer accepted call from customer. Writer advised customer of offer with

Motoring Assistance Package for 3 years with \$0.00 deductible. Writer

advised customer of offer with 3 year 12 oil changes for inconvenience.

Customer stated that he wants out of vehicle and will think about the

offer but is still not happy. Writer explained both of the Service

Contracts to customer. Customer requested to get email of details, writer

advised to go online and look at service contracts on MOPAR vehicle

protection s website. Writer gave customer service contract codes to look

at details. Writer advised that offer stands for 30 days and case will

close in 2 days if customer has not decided.

Caller [REDACTED] requesting to speak with Case Manager.

transferred to nic MD1286

Writer received call from customer. Customer stated he would be willing

to accept offer if Chrysler will give something that will cover

mechanical issues. Customer stated that dealer told him about an extended

warranty with needing to pay a deductible with repairs. Customer stated

if he can have extended warranty, oil changes, and towing he will be

happy with offer. Writer advised further research is needed. Follow up

02-03-14.

Status update provided via email to the following email address:

[REDACTED]

My name is Mitch with Dodge Customer Care, contacting you on behalf of your case manager Melissa. At this time research is currently being done on your case. Your case manager, or a subsequent case manager will be contacting you within 1 business day. Here is some important information that you may find useful.

Case manager contact information:

Phone: 1-800-763-8422

Extension: 66027

Thank you for your patience, and for being a Dodge Customer.

End of Status Update

Writer called the customer and left a voicemail, stating MD1286 will call

the customer tomorrow. Writer told the customer that MD1286 is doing

research concerning a service contract or an extended warranty. Writer

told the customer, his case manager will call him tomorrow.

Writer contacted customer at [REDACTED]. Left message.

Writer received call from customer. Writer offered Added Care Plus with

\$100.00 deductible for 5 years and 70,000 miles and 3 years 12 oil

changes. Customer accepted offer. Writer advised callback when Service

contracts are added.

EC312N Contract created. Contract number is [REDACTED].

XAP5751N Contract created. Contract number is [REDACTED].

Writer contacted customer at [REDACTED]. Writer advised customer that

service contracts were added. Writer verified information on service

contracts. Writer advised customer of open recall. Customer stated he had

just had the recall parts replaced before the recall was opened and would

like reimbursement on parts. Writer advised to have an appointment set up

for recall repairs and reimbursement will be further researched. Follow

up by 02/21/14 to verify appointment.

Writer contacted customer at [REDACTED]. Left message.

Writer contacted dealer at [REDACTED] spoke with SM Anthony. SM stated

customer has an appointment for 02/27/14.

Status update provided via email to the following email address:

[REDACTED]

It s Melissa with Dodge Customer Care. I was contacting you in regards to your 2011 DODGE CHARGER. I was informing you that I am aware that an appointment was set for 02/27/14 for your recall to be completed. I will contact you on that day to verify that vehicle was taken in. If you have any other concerns or questions in the mean time please give me a call.

Customer Care: 1-800-763-8422

Extension: 66027

End of Status Update

Writer received call from customer. Customer stated he has an appointment for 02/27/14. Writer advised follow up on 02/27/14 to verify that vehicle was taken in.

Writer contacted dealer at 908-722-2500 spoke with SM Anthony. SM stated customer brings vehicle in on 02/27/14.

Writer contacted customer at [REDACTED]. Writer left voicemail.

prior to lines 251

follow up 3-3-14.

Writer contacted dealer at 908-722-2500 spoke with SM Anthony. SM stated recall repair has been completed and customer has the vehicle.

Writer contacted customer at [REDACTED]. Customer stated he has the vehicle and everything is working good since the repairs.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

---

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

[REDACTED]

|                       |                           |                                  |                  |                                      |                     |                         |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG9                 | BH [REDACTED]                    | <b>Open Date</b> | 01/16/2014                           | <b>Built Date</b>   | 03/14/2011              |
| <b>Model Year</b>     | 2011                      | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 03/26/2011                | <b>Mileage</b>                   | 58,000           | <b>Dealer Zone</b>                   | 42                  | DETROIT                 |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                       | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49983                     | MAROONE DODGE % CARTEMPS         |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD      |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PEMBROKE PINES            |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33024 |
| <b>Owner</b>          | [REDACTED]                |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]                |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | FARMERSBURG IN [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                                   |                                                                      |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Corporate - Recall - Default - Default - Default                                  | Customer is seeking recall information                               |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Customer states all the lights in the instrument cluster illuminated |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default         | Customer states the alternator needs to be replaced                  |
| Product - Electrical - Battery - Defective - Default                              | Customer states the battery needs to be replaced                     |

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states that he is having issues with his vehicle and wants to know if there is a recall on the vehicle that would relate to the issues. The customer states that he replaced a headlight on the vehicle. The customer states that shortly after he replaced the headlight that multiple lights in the instrument cluster illuminated. The customer states he brought the vehicle to the dealership and they advised him that it needs a new battery and alternator.

Agent advised the customer that there are no open recalls on the vehicle.

The customer understands and didn't need any further assistance.

Briefly summarize what the customer is expecting: The customer is expecting recall information.

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

[REDACTED]

|                       |                        |                                  |                  |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG1              | BH [REDACTED]                    | <b>Open Date</b> | 01/17/2014                           | <b>Built Date</b>   | 05/02/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/04/2011             | <b>Mileage</b>                   | 59,608           | <b>Dealer Zone</b>                   | 35                  | WASHINGTON    |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                    | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 44430                  | THE NEW MONROEVILLE DODGE INC    |                  |                                      |                     |               |
| <b>Dealer Address</b> | 3633 WILLIAM PENN HWY  |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | MONROEVILLE            | <b>Dealer State</b>              | PA               | <b>Dealer Zip</b>                    | 15146               |               |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   |               |
|                       | CLAIRTON PA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                       |                                  |
|-----------------------------------------------------------------------|----------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer needs a new alternator. |
| Corporate - Survey By-Pass - D-12-27 - Default - Default              |                                  |

Customer called in and stated that her last call was disconnected. Writer spoke with previous agent and was advised that she tried to contact the SM but he was unavailable. Writer advised customer that once we speak with the SM we will contact her back with further information.

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle kept saying 'battery save mode' and she took her vehicle into the DLR. The DLR told her that her battery was fine and running properly. Customer states that 2 days later the car went completely off and she took it to the DLR right away. Customer states that she would need a new alternator and was told it would cost her \$700. Customer is seeking cost assistance. Agent called 44430 but the SM is not available. Agent left SM the CCAC number and CAIR number. While on the phone with the DLR; the customer hung up.

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

Agent called DLR at 412-856-1700 but SM was not available. Agent left VM to contact CCAC back with the CAIR.

SM Ron from DLR 44430 called in as instructed in his voicemail. SM Ron stated that he has never seen the customer in the DLR before other than recall work. Agent advised the DLR that the customer is out of every parameter for goodwill consideration. SM stated he will not offer cost assistance under D-12-27.

Agent called customer at [REDACTED] but customer was not available. Agent left a VM to contact CCAC back with the CAIR and the next available agent will be able to assist her.

Customer called because agent left a message on her VM. Agent told customer that due to the mileage of the vehicle we will not be able to provide cost assistance. Customer was not sure why the DLR offered her the power train warranty. Agent told customer that there is no SC on her vehicle and explained what the manufacturing warranty is on the vehicle. Customer states that she is interested in purchasing a SC. Agent told customer that she can go through the DLR or we can transfer her over to MVP for further assistance. Agent offered to transfer her over; customer agreed. Agent called MVP and spoke to Tiffany and transferred her over. REASSIGNED TO PC739 FOR SURVEY BYPASS; DLR goodwill declined.



---

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

[REDACTED]

|                       |                          |                                  |               |                                      |               |         |
|-----------------------|--------------------------|----------------------------------|---------------|--------------------------------------|---------------|---------|
| <b>VIN</b>            | 2B3CL3CG4 BH [REDACTED]  | <b>Open Date</b>                 | 01/21/2014    | <b>Built Date</b>                    | 05/28/2011    |         |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |               |         |
| <b>In Service Dt</b>  | 09/13/2011               | <b>Mileage</b>                   | 47,000        | <b>Dealer Zone</b>                   | 51            | CHICAGO |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US            |         |
| <b>Color</b>          | PDM                      | TUNGSTEN METALLIC CLEAR COAT     |               |                                      |               |         |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |               |                                      |               |         |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |               |         |
| <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>                  | TELEPHONE     |         |
| <b>Address</b>        | [REDACTED]               |                                  |               | <b>Home Phone</b>                    | [REDACTED]    |         |
|                       | BEACH PARK IL [REDACTED] |                                  |               | <b>Country</b>                       | UNITED STATES |         |

|                                                                       |                         |
|-----------------------------------------------------------------------|-------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator was repaired |
| Product - Electrical - Battery - Other - Default                      | Battery was replaced    |

Briefly summarize why the customer is contacting Chrysler: Customer states that the Alternator on the vehicle was replaced under warranty however her battery was not and her towing fees were not covered. Briefly summarize what the customer is expecting: Customer is wondering why the Alternator was covered under the basic 3/36 warranty and the battery was not covered.

Agent contacted the GURNEE dealership and spoke with Steve in service. Steve advised that the Alternator was replaced under customers service contract not her basic warranty and that the battery is not covered under the service contract warranty. Agent advised customer that the battery is only covered under the basic warranty for 3 years or 36,000 miles and because of mileage that is why battery was not replaced under warranty for customer. Agent advised that the Alternator was replaced under customer service contract. Customer wanted to dispute the battery not being covered under the service contract as well as her towing fee. Agent transferred customer to service contract department.

Customer Esperance is calling back in as she was transferred back to CAC and this agent called Service Contracts.

1 800 521 9922

Caller stated that she had to have an alternator replaced and had to pay for towing, a new battery and Labor.

Caller thought her SC covered these things.

Agent warm transferred caller to Mimi in SC for further assistance.

Caller stated that her mileage is 47,800.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                         |                                  |               |                                      |            |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG6 CH [REDACTED] | <b>Open Date</b>                 | 01/21/2014    | <b>Built Date</b>                    | 07/26/2011 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 09/22/2011              | <b>Mileage</b>                   | 43,000        | <b>Dealer Zone</b>                   | 70         |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PX8                     | BLACK 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]    |
|                | ARENAS VALLEY NM [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                          |
|----------------------------------------------------------------------------|--------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default  | alternator shorted out   |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | does not pass the matrix |

Briefly summarize why the customer is contacting Chrysler: Customer called to find out if there was any recalls on her vehicle affecting the alternator or its internal wiring. Customer stated she had to replace a battery after the last one went dealer and now the alternator is smoking. Customer stated she was advised that likely the alternator shorted out and caused the battery to go dead. Customer is aware that she is outside the basic warranty. Agent advised there are no recalls on the vehicle for that part, agent checked ac 22330 and found customer does not pass the matrix for cost assistance.

\*

Briefly summarize what the customer is expecting: recall information



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                       |                              |                  |                                      |                     |               |
|-----------------------|-----------------------|------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBGX             | CH [REDACTED]                | <b>Open Date</b> | 01/23/2014                           | <b>Built Date</b>   | 10/28/2011    |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 02/29/2012            | <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>          | PX8                   | BLACK CLEAR COAT             |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                   | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |               |
| <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>   | [REDACTED]    |
|                       | HOUSTON TX [REDACTED] |                              |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                                |
|----------------------------------------------------------------------------|----------------------------------------------------------------|
| Recall - M30: REPROGRAM PCM AND TCM - Information Request                  | Agent advised of open recall                                   |
| Corporate - CNA Change - Default - Default - Default                       | Agent updated address                                          |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default  | Customer needs a new alternator                                |
| Product - Electrical - Battery - Defective - Default                       | Customer needs a new battery                                   |
| Corporate - Warranty Coverage - Default - Default - Default                | customer checking if alternator part of powertrain warranty    |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | within dealer parameters, not able to reach service department |

Briefly summarize why the customer is contacting Chrysler: Customer called to advise that he needs a new battery and alternator and wants to know why it has failed so soon. Agent advised if has failed outside of the warranty. Customer thought it was part of the powertrain warranty, agent advised no it is part of the basic warranty. Agent updated owner s address in coin and advised of open recall N07. Agent encouraged customer to discuss his concerns with the SM.

Briefly summarize what the customer is expecting: customer thanked agent Reason for Dealer Contact: seeking goodwill assistance

Dealer Code: 45405

Dealer Personnel Required: Service Manager

Customer s Preferred Method of Contact: PHONE

Customer Phone Number (Morning) [REDACTED]

Customer Phone Number (Evening) [REDACTED]

Customer Email address: NONE

Reason for assigning to Resolution Team: Agent unable to reach anyone in the service department. Service department was closed for the day.

Assigned to 86T

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler to try and get a hold of the case manage of this case since the customer hasn t hear anything form us.

Briefly summarize what the customer is expecting: seeking to get in contact with the case manager for information about the case.

Agent advised the customer that the case manager could be trying to get a hold of the dealership for more information and to feel free to contact us back if there are any other issues.

Reason for Dealer Contact:



Customer has had a claim for goodwill sent up for review previously that was declined. Previous agent sent a resolution request to this department with incorrect information. Correct information is as follows.

Dealer Code: 44767

Dealer Personnel Required: Service Manager

Customer's Preferred Method of Contact: Phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: N/A

Reason for assigning to Resolution Team:

Agent unsuccessfully attempted to contact Northwest Dodge to find out if the dealership would be interested in assisting the customer with the repairs on his vehicle as it is in dealership empowerment for assistance at this point.

Assigned to 86T

Briefly summarize why the customer is contacting Chrysler:

Customer is calling because he would like to know why he was declined assistance by Chrysler as the vehicle is a 2012 and the customer states the alternator should not be bad in two years.

Briefly summarize what the customer is expecting:

The customer is expecting to find out why he is not getting assistance and why he has not been contacted.

Agent advised customer that currently he is out of basic warranty and at this point it is up to the dealership to make the decision to assist him with his vehicle or not. Agent advised customer that currently we have incorrect dealership information for review. Agent advised customer that I will be updating his case with accurate information for our resolution team to look into on his behalf. Agent advised customer that we will need to review the new information and he will be contacted Monday or Tuesday once we have come to a conclusion regarding his case. Customer thanked agent for assistance and disconnected.

Briefly summarize why the customer is contacting Chrysler: customer calling to see if there is any update on the file.

Briefly summarize what the customer is expecting: customer looking for goodwill because alternator and battery has gone bad. Agent contacted Northwest and customer has 3rd party warranty the components that need to be replaced are not covered under that warranty. Agent left message with SM to reach out and look into D-12-27 for the customer.

-

Outbound call to 1-832-912-2500 NORTHWEST CHRYSLER JEEP DODGE #45405 and writer spoke to SA Fonvie and he advised writer the the customer has already received a discount and the price is \$1047.00 which is the discounted price. SA Fonvie advised the writer that the customer was already advised of the discount.

-

Customer is contacting Chrysler seeking an update on his case. Agent advised customer of lines 67-71. Customer states that he was not advised of the discount. Customer feels like Chrysler and the DLR should be paying for this repair due to the fact that he used to be a mechanic and a battery and alternator that all of a sudden just quits after 2 years is unheard of. Agent advised customer that his basic warranty has run out and because the DLR has already given him a discount there would be no help from Chrysler today. Customer states he would consult more with the DLR.

-

Writer notes that the information was provided to the customer.

Reassign to: SK1029 for next step.

Thank you.

-

Customer is seeking an update on her case. Agent advised customer of lines 67-71. Customer stated that the amount of \$1047.00 was the original price not the discounted price. Agent advised the customer that the decision is final and they have to go by what the dealership is telling them. Customer is wishing to speak with a supervisor. Agent advised the customer that a supervisor will be telling them the same thing. Customer insisted they speak with a supervisor about this. Agent advised the customer that a supervisor call-back will a 1 business day call-back. Customer understood.

Mr [REDACTED] called in regarding case reference number [REDACTED]. While agent attempted to pull the file the customer disconnected the call.



-  
Outbound call to 1-832-912-2500 NORTHWEST CHRYSLER JEEP DODGE #45405;  
spoke with SA Josh. Advised dlr that customer feels that \$1047.00 was  
the original price offered; what was the original price offered/what type  
of discount? Original price - not seeing discount, not sure what was  
said, not sure on the amount.

\*\*\*\*\*

\*\*\*\*SUPERVISOR CONTACT\*\*\*\*

Customer contacted at phone number [REDACTED]. Left message stating  
returning request for contact. Our dealers are empowered as are we, to  
offer assistance outside of warranty. The original discounted price was  
offered to the customer by the dealer. As the dealer has offered  
assistance we will be supporting that decision. At this time the file  
will be closed.

CC1176 - please close file.

---

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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                      | <b>Open Date</b> | 01/23/2014                           | <b>Built Date</b> | 01/21/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/28/2011 | <b>Mileage</b>                     | 51,806           | <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>        | 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]    |
|                | PLANO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                      |
|----------------------------------------------------------------------------|------------------------------------------------------|
| Corporate - CNA Change - Default - Default - Default                       | Agent confirmed/updated customer contact information |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Alternator has failed and caused surge to battery    |
| Product - Electrical - Battery - Complete Failure - Default                | Due to alternator failure, battery has burned out    |
| Corporate - E-Reimbursement - Default - Default - Default                  |                                                      |

Briefly summarize why the customer is contacting Chrysler: customer states the alternator burned out in her vehicle because of a poor oil change. Customer states alternator became covered in oil due to a loose filter. Customer states due to alternator surge, battery burned out. Briefly summarize what the customer is expecting: Customer seeking cost assistance for replacement of battery and alternator.

Who has possession of the vehicle? Dealer  
 Has an authorized dealer diagnosed the vehicle? Yes  
 If a CDJR dealer has diagnosed, what is the dealer name and code?  
 \*45601 - PAT LOBB CHRYSLER DODGE JEEP RAM (469-888-4788)\*  
 SA Jason or SM Paul

Customer advised a call back will take place within one business day.  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is: [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Reassigned to: 88F  
 Customer calling seeking to get the update oh her case. Agent informed the customer there is not updates at this time. Customer seeking to get a call back as soon as she can. Agent informed the customer that they would document this.

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

New, 0  
 Used, 1  
 In warranty  
 Used vehilce  
 NO MVP  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
 [REDACTED] Left message.

Customer calls to speak with their Case Manager.  
 Transferred the customer to MS2055 at ext 66162.  
 CUSTOMER-The customer contacted the writer. The customer informed that they had gotten an oil change and filter change at dealer code 45601 PAT LOBB CHRYSLER. That was on a Thursday of last week. The next day which was Friday the customer started noticing smoke coming from a certain area of the vehicle. The customer had the vehicle taken to the dealership at day. The dealership advised the customer that the filter was not tightened down properly which caused oil to come out. The dealership

fixed the filter and cleaned the oil of the engine. The Sunday after that happened the customer went for a drive and started seeing more smoke coming from that same area. The customer took the vehicle back to the dealership and they informed her that the alternator went bad and the battery as well. They both had oil over them which the customer believes from the oil going everywhere it had caused those two parts to go out. The customer asked SM Paul if they could assist with some of the cost and SM said they would only do a 15% discount. The SM informed that they can't prove that the oil caused those to go out. The customer feels like if those parts were bad before how come the dealership would have not informed that to the customer. The customer contacted the GM to ask if they could do more. GM informed the customer he will look into it further and maybe take \$100 off of the cost. The customer still feels like that is not fair. The writer informed will continue to get a hold of the SM and GM to speak about cost assistance from CAC. The writer will need to get pricing as well. The writer informed when we get that information from the dealership the writer will contact back. The customer understood.

Venetia Ross called requesting to speak to CM DG852 . Writer advised her CM is not available and warm transferred customer to CM HH261 for further handling.

CUSTOMER- Customer called in because has not heard from CM. Customer states that she took vehicle in for repair work and was seeking financial assistance from Chrysler. Customer states that her CM never called her back so she had to borrow money from a friend for the repair work done to vehicle, Customer is seeking reimbursement for repair work. Customer states that the dealership did give her a 15% discount and maybe something else but customer is still unsatisfied with this amount. Writer provided customer with CM contact information and advised would look into customer's request.

DEALER- Writer dialed 469-888-4788. Left message requesting call back. Writer contacted dealer 469-888-4788. SA Jason stated that repairs are complete and customer has vehicle back.

Current Mileage: 7100

Writer contacted customer [REDACTED]. Writer left a message stating case number and that writer wanted to confirm that customer is satisfied with repairs. Writer advised if we do not get a response from customer by Monday 2-3-2014 the case will be closed. Writer left CM's contact information.

Customer called in today because she is not satisfied with repairs, been trying to speak with the CM. This is the fourth request, customer has not ever heard from CM.

Please contact with urgency at [REDACTED].

Customer called stating she is trying to get in touch with her case manager, she has been transferred to DG852 and left a voicemail with this agent also customer has left a voicemail with HH261, agent did attempt both of these extensions however no response, agent advised customer lines 73-77 and customer states she never got a message stating that. Agent left a message for AF787 stating that the customer is seeking a call back from a case manager and that the customer has left messages for other agents however no one has contacted her back. Agent informed AF787 that customer did have the repairs completed however customer is still seeking reimbursement and the customer also states that the change oil light is still on, agent referred to owner manual Without pressing the brake pedal, push the ENGINE

START/STOP button and cycle the ignition to the ON/RUN position (Do not start the engine.)

2. Fully depress the accelerator pedal, slowly, three times  
Within 10 seconds.

3. Without pressing the brake pedal, push the ENGINE START/STOP button once to return the ignition to the OFF/LOCK position. And customer states she will try that. Agent informed customer that have left a message with AF787 to urgently call you back.

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

[REDACTED] on 2014-02-03 @ 17:22

Status update provided via email to the following email address:

Hello, Debbie has been assigned as 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: 66331  
My work hours: 9:00am to 5:30pm Central Time Monday-Friday.

Sincerely,  
Adrienne

End of Status Update

Writer contacted customer [REDACTED]. Customer wants reimbursement for the repairs on her vehicle. Writer sent customer the document link.

Writer advised that if we have not received customer's documents by Monday 2-10-2014 we will contact her back. Customer agreed.

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

Begin Customer Message reviewed:

I have resubmitted the copy of the invoice, vehicle checkup and receipt via the link you provided. I also wanted to note that the dealership failed to reset the Oil chg due indicator, the oil change wasn't due for another one thousand miles when I picked vehicle up after repairs. I feel the oil change is something the dealership should have done due to leaving the oil filter loose, as well. Any assistance you can provide with providing at least half the cost of the repair reimbursement would be greatly appreciated due to the financial strain/hardship this caused.

End of Reviewed Customer message

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

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

[REDACTED] Left message.

CUSTOMER CONTACT: [REDACTED].

Writer left a message stating case number and that customer's documents have been received and that we need customer to contact us back. Writer left CM's contact information.

NEXT STEP: Verify customer's mailing address and reimburse customer \$225.00.

[REDACTED]  
Customer confirmed mailing address and information on the account for reimbursement to be sent to .

2nd CUSTOMER CONTACT- [REDACTED]

Writer left a message stating case number and that customer's documents have been received and that we need customer to contact us back. Writer left CM's contact information.

[REDACTED] called to speak to CM AF787. Writer warm transferred customer to CM GT614, as AF787 is not currently available.

Customer contacted writer saying that we needed her to call back. Writer informed customer that we will be reimbursing her for the amount of \$225.00. Writer verified address and name to put on the check. Writer advised customer that once the check is sent the case will be automatically closed and it does take 7-10 business days to be received, customer understood.

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]  
PLANO, TX- [REDACTED]

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for repair

Reimbursing half cost of repair.

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

n/a

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

n/a

Enter the Mileage at the time of the repair.

51,806

Enter the Date when the repairs were completed.

1/23/2014

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

\$0.00

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

\$0.00

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$225.00

\*\*\*\*End structured narrative T2 - eReimbursement

Customer Document Reviewed.

Check approved.

Customer called in looking for the address and where the check was mailed. The customer was transferred 3 times before getting to the agent because she wouldn't provide any information besides her name. The agent advised that she would have to be put on hold since she wanted to speak with her case manager. The agent provided the customer with the case manager's nic and phone number to contact her back at 66063-kim 800-763-8422, and provided the customer with her case number since upon returning to the customer while being on hold there was dead air. If the customer calls back inform her that we need her to verify the information with us because we need to make sure it is the correct person calling in. The date that the check was issued was on the 18th of february and was sent to [REDACTED]

PLANO ,

TX- [REDACTED] But the customer needs to verify this information before we can tell her anything.

Customer is contacting Chrysler seeking confirmation that the check was sent. Agent advised customer of lines 151-152. Agent confirmed that when the check is sent the case will close. Agent advised that today is the 7th day and if she does not receive anything by 2/27/14 to call CAC back.

---



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                    |               |                                      |            |
|-----------------------|------------------------|------------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG5BH [REDACTED] | <b>Open Date</b>                   | 01/27/2014    | <b>Built Date</b>                    | 01/17/2011 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 08/03/2011             | <b>Mileage</b>                     | 61,000        | <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>         | ERB                    | 3.6L V6 24V VVT ENGINE             |               |                                      |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |            |
| <b>Dealer</b>         | 42631                  | LANDMARK DODGE CHRYSLER JEEP       |               |                                      |            |
| <b>Dealer Address</b> | 6850 MOUNT ZION BLVD   |                                    |               |                                      |            |
| <b>Dealer City</b>    | MORROW                 | <b>Dealer State</b>                | GA            | <b>Dealer Zip</b>                    | 30260      |
| <b>Owner</b>          | [REDACTED]             | <b>Contact Type</b>                | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]             | <b>Home Phone</b>                  | [REDACTED]    |                                      |            |
|                       | ATLANTA GA [REDACTED]  | <b>Country</b>                     | UNITED STATES |                                      |            |

|                                                                        |                                                             |
|------------------------------------------------------------------------|-------------------------------------------------------------|
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | No diagnosis, customer to contact back                      |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | customer states that there was smoke coming from alternator |

Briefly summarize why the customer is contacting Chrysler: Customer contacting seeking cost assistance on alternator.  
 Briefly summarize what the customer is expecting: Customer is expecting cost assistance.  
 customer states that the alternator had smoke coming from it.  
 Customer states they disconnected the battery and will be bringing to a dealer this evening.  
 Customer seeking cost assistance.  
 Original owner  
 DCC VIN S OWNED: 3 new 1 used  
 Escalation Override approved by LB546/TL - brand loyalty - diagnosis required.  
 Writer advised the customer to seek a diagnosis.  
 Customer states she is scheduled to go in this evening.  
 Writer advised to contact CAC back once the diagnostic is complete.  
 Writer provided CAIR number.  
 Writer advised that the case would be escalated for cost assistance consideration once a diagnostic is performed and if it would have been covered under warranty.  
 Customer understood.  
 Reassigned to LB546  
 Customer called stating she had the diagnosis completed. Writer called DLR and spoke with SA Jamal who stated the alternator needs to be replaced which would be around \$800 parts and labor. Writer advised customer she will document and escalated for cost assistance. Writer advised customer it will be a 1 to 2 day call back. Customer asked to be reached at [REDACTED].  
 CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
 Survey By Pass - No Diagnosis  
 Dialed 770-968-4900 Received message that no one is taking calls. Due to bad weather  
 \*\*\*\*\* CASE MANAGER TEAM - District M U \*\*\*\*\*  
 Customer has purchased this and 2 others new and 1 used. No service

contracts.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]  
Spoke with Customer who stated that when she spoke with dealership on 1/28/14 they advised that cost of repair would be \$840.00 Writer advised that due to the weather, Dealership is closed. Writer advised that CM will try to reach Dealer on 1/30/14 and follow up with Customer after that

Status update provided via email to the following email address:

[REDACTED]  
[REDACTED]

Good Day [REDACTED],

My name is Luanne I am your Case Manager in regard to your 2011 DODGE CHARGER. Here is some information you may find helpful: Your Case number is [REDACTED] You can contact me at 1 800 763 8422 Ext. 66227.

I am in the office Monday Thru Friday 6:00 AM to 2:00 PM Mountain time.

Thank you so much for being a valued part of DODGE.

Your Case Manager.

Luanne

1-800-763-8422 ext 66227

End of Status Update

\*\*\*\*UPDATE\*\*\*\*

Customer contacted agent seeking CM contact information, agent provided the information and transferred.

Dialed 770-968-4900 Spoke with SD Alan who state that he could do a 50/50 split for repair.

SD stated that he would have SA Jamal call Customer and give Customer pricing.

CUSTOMER CONTACT: Dialed [REDACTED] Spoke with Customer and advised that we would like to help with Covering have of the cost of repairs and that SA should be contacting Customer with pricing and CM will follow up later.

Spoke with Jamal who stated that Labor is 275.00 Parts 551.60 total 826.60 Customer Cost Warranty Cost Labor 99.75 Parts 413.00 total 483.0 99.75 Customer Pay. 241.00

CUSTOMER CONTACT: Dialed [REDACTED] spoke with Customer and made offer and she accepted.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = 413.00

Labor = 99.75

Total = 483.00

Co-pay = 241.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

REASSIGNED TO BC/DLR 66 42631 01/30/14 12:54 R 24498635

Writer advised Customer that CM will follow up on 2/3/14 on repairs with Customer

Writer spoke with SA Teresa who stated that vehicle has been repaired and picked up

CUSTOMER CONTACT: Dialed [REDACTED] left message that CM was advised that vehicle has been repaired and picked up. If there are no more concerns then no need to return call and case will close on 2/6/14

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

---

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

[REDACTED]

|                       |                            |                                  |                  |                                      |                   |            |
|-----------------------|----------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG2                  | BH [REDACTED]                    | <b>Open Date</b> | 01/29/2014                           | <b>Built Date</b> | 03/17/2011 |
| <b>Model Year</b>     | 2011                       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/19/2011                 | <b>Mileage</b>                   | 60,000           | <b>Dealer Zone</b>                   | 42                | DETROIT    |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PDM                        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 41943                      | GANLEY DODGE INC                 |                  |                                      |                   |            |
| <b>Dealer Address</b> | 123 BROADWAY AVENUE        |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | BEDFORD                    | <b>Dealer State</b>              | OH               | <b>Dealer Zip</b>                    | 44146             |            |
| <b>Owner</b>          | [REDACTED]                 |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                 |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | GARFIELD HTS OH [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                           |                                |
|---------------------------------------------------------------------------|--------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator not holding charge. |
| Product - Electrical - Battery - Complete Failure - Default               | Battery drained.               |

Briefly summarize why the customer is contacting Chrysler: Customer stated his wife s battery is about to blow up and is leaking acid on the alternator. Customer stated he is hoping this repair will be covered under warranty. Agent contacted DLR, spoke with SA Gary who advised the battery is complete shot and will not recharge and to do so would be dangerous. SA stated they have too many miles to offer any assistance. Agent informed customer, he understood.

Briefly summarize what the customer is expecting: Customer is seeking warranty coverage.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |                  |                                      |                     |                         |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG4               | BH [REDACTED]                    | <b>Open Date</b> | 02/05/2014                           | <b>Built Date</b>   | 02/15/2011              |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 09/24/2011              | <b>Mileage</b>                   | 47,150           | <b>Dealer Zone</b>                   | 51                  | CHICAGO                 |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PBV                     | BLACKBERRY PEARL COAT            |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 23578                   | FIELDS CHRYSLER JEEP DODGE       |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 670 W FRONTAGE RD       |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | NORTHFIELD              |                                  |                  | <b>Dealer State</b>                  | IL                  | <b>Dealer Zip</b> 60093 |
| <b>Owner</b>          | [REDACTED]              |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]              |                                  |                  |                                      | <b>Home Phone</b>   |                         |
|                       | FRANKFORT IL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                           |                                            |
|---------------------------------------------------------------------------|--------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator needed to be replaced.          |
| Product - Electrical - Battery - Defective - Default                      | Battery needed to be replaced              |
| Corporate - Reimbursement - Default - Default - Default                   | Customer seeking reimbursement for repair. |

Briefly summarize why the customer is contacting Chrysler: Customer stated that she had to have her vehicle towed to the DLR. Customer stated that her vehicle died on the road and had to have it towed.

Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the repair.

Agent contacted FIELDS CHRYSLER JEEP DODGE and spoke to SA Patrick. SA Patrick stated that alternator failed internally was not charging the battery so the battery died.

Called dealership FIELDS CHRYSLER JEEP DODGE to confirm details of diagnosis.

Customer has owner 6 Chrysler vehicles all original owner and still owns 3.

Asked for SA Patrick. Spoke with SA Patrick.

What is the diagnosis? Alternator failed internally and then drained the battery.

Is the concern a result of misuse/abuse/lack of maintenance? No there was nothing that the customer could have done.

Could the customer have caused/prevented concern? No

Is the concern related to age and mileage? 47000

Is vehicle maintained? Yes

What is the general condition of the vehicle? Repairs were completed

Have there been any previous related repairs? No

Have there been a previous out-of-pocket repairs? No

\*If unable to duplicate concern,

\*Have you had an opportunity to do a test drive with the customer? No

\*Has STAR been contacted? (If yes, obtain STAR case #)

What is the estimated cost of the repair?

When could it be completed? Has already been

Do you feel this customer should receive assistance? No

Has this customer been provided assistance previously? No

Would you be willing to provide assistance? No

Best way [REDACTED]

Reassigned to 88F

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

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

Customer stated that the vehicle went totally dead dealership replaced alternator and battery and it resolved the issue. Customer stated that she is requesting reimbursement. Agent informed customer that invoice is needed for proof of payment and these documents will be reviewed and customer will be contacted no later than Friday 2/7 to touch bases.

Customer provided email address [REDACTED]

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

[REDACTED] on 2014-02-05 @ 18:59

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

2nd attempt made to contact customer. Writer advised customer that documents were received and inquired if CM had gone over any reimbursement options with the customer, Customer advised that there were no options given, Writer advised that Writer was looking to reimburse \$801.85, with the remaining \$100 being customer's copay, Customer agreed to the offer.

What has the customer requested? Reimbursement for alternator and battery repair.

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

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

N/A

Enter the Mileage at the time of the repair. 47150

Enter the Date when the repairs were completed. 01/30/2014

What is the total cost of the Parts to be reimbursed? \$194.71

What is the total cost of the Labor to be reimbursed? \$556.95

What is the total tax to be reimbursed? \$50.16

What is the total amount being reimbursed? \$801.95

Writer has reviewed case and documents. Please submit check.

Customer Document Reviewed.

---



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

[REDACTED]

|                       |                      |                              |                  |                                      |                     |            |
|-----------------------|----------------------|------------------------------|------------------|--------------------------------------|---------------------|------------|
| <b>VIN</b>            | 2C3CDXBG9            | CH [REDACTED]                | <b>Open Date</b> | 02/05/2014                           | <b>Built Date</b>   | 03/06/2012 |
| <b>Model Year</b>     | 2012                 | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |            |
| <b>In Service Dt</b>  | 05/25/2012           | <b>Mileage</b>               | 31,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS     |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |            |
| <b>Color</b>          | PX8                  | BLACK CLEAR COAT             |                  |                                      |                     |            |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |            |
| <b>Transmission</b>   | DFG                  | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |            |
| <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> | LETTER     |
| <b>Address</b>        | [REDACTED]           |                              |                  |                                      | <b>Home Phone</b>   | [REDACTED] |
|                       | HOUSTON TX           | [REDACTED]                   | <b>Country</b>   | UNITED STATES                        |                     |            |

Product - Electrical - Unknown - Defective - Default

As per previous CAIR, the servicing dealer, allen Samuels 44454, was able to reduce the tow bill that the customer was asked to pay to a total of \$160.00. The repair that successfully corrected the problem was a battery and an alternator that failed. Both of these items were covered under the factory warranty, and therefore, AM will agree to reimburse the owner for the towing bill as a goodwill gesture for customer satisfaction. AM will cut a direct check to the owner in the amount of \$160. Receipt sent for documentation. sab20,AM.

POSTMARK DATE: 021714; DATE RECEIVED: 021714

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

[REDACTED]

|                       |                       |                                  |                  |                                      |                     |               |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG7             | CH [REDACTED]                    | <b>Open Date</b> | 02/06/2014                           | <b>Built Date</b>   | 11/30/2011    |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 12/01/2011            | <b>Mileage</b>                   | 43,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8                   | BLACK CLEAR COAT                 |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <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> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]            |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | HIALEAH FL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                       |                              |
|-----------------------------------------------------------------------|------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | alternator needs replaced    |
| Product - Electrical - Battery - Other - Default                      | needs a new battery          |
| Corporate - Warranty Coverage - Default - Default - Default           | seeking warranty information |

Briefly summarize why the customer is contacting Chrysler: Customer is calling in seeking warranty information. Customer needs to have the battery and alternator replaced.

Briefly summarize what the customer is expecting: Customer is expecting warranty information.

Agent advised the customer that the Components were covered under the basic warranty. Agent advised the customer that the warranty expired at 36,000 miles.

Customer to follow up on the call from her fiance as to the remaining warranty coverage on the vehicle. Agent reviewed the remaining warranty coverage as well as what had expired.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG2  | BH [REDACTED]                    | <b>Open Date</b> | 02/07/2014                           | <b>Built Date</b> | 04/27/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/28/2011 | <b>Mileage</b>                   | 70,000           | <b>Dealer Zone</b>                   | 35                | WASHINGTON |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                     |                                    |            |                   |       |  |
|-----------------------|---------------------|------------------------------------|------------|-------------------|-------|--|
| <b>Dealer</b>         | 23309               | DARCARS CHRYSLER JEEP DODGE OF NEW | CARROLLTON |                   |       |  |
| <b>Dealer Address</b> | 8100 ANNAPOLIS ROAD |                                    |            |                   |       |  |
| <b>Dealer City</b>    | NEW CARROLLTON      | <b>Dealer State</b>                | MD         | <b>Dealer Zip</b> | 20784 |  |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   |               |
|                | LANHAM MD [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                               |                                                  |
|-------------------------------------------------------------------------------|--------------------------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | Notification of open recall                      |
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default     | customer states repair did not resolve the issue |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default                 |                                                  |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default     |                                                  |
| Product - Electrical - Battery - Defective - Default                          |                                                  |

Customer's fiancé [REDACTED] called stating that the alternator and headlights keep failing. Caller states that when the bulbs are replaced in the headlights, the wiring harness connected to the bulb melted causing it to smoke. Customer states that he was told by the dealership that there is a recall for this issue on some vehicles but not his.

**N07 SEAT WIRING HARNESS CONNECTORS SAFETY 04/17/2013 INCOMPLETE**

Customer states that the battery was replaced by the dealership DARCARS CHRYSLER at a cost of \$375. Customer states that before he got home, the dash lights started flashing, the radio went in and out and the vehicle stalled out. Customer states that he tried to rejump the battery and it did start, but now is dead now.

Customer wants the vehicle diagnosed and repaired.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: prefers phone

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? DARCARS CHRYSLER DC 23309

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 1 \*\*\*\*\*

Original:2 and Used:1

Basic warranty:expired by milage and Powertrain is stil in service

3rd owner

No SC

Writer called dealer#23309 and spoke with SM Garylwho said that vehiale had benn seen on last december and was advised to replace the alternator

who declined repair. He said that customer needs to get new diagnosis in order to get an accurate repair.

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

██████████. Writer called customer indicates that the vehicle is having problems with the alternator and the headlights. Customer was informed that the writer contacted the dealer and spoke with SM who indicates the alternator needed to be replaced and all electrical problems will be related. Customer was advised 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 is seeking out of warranty assistance in the form of Describe customer's request

Based on the information at hand, agent is considering the following:

Writer called dealer#23309 and spoke with SA Ashley who said that there is no schedule made by customer.

██████████ Writer called customer who was said that he did not set a schedule appointment with the dealer due to the weather condition. Customer was advised to set up an appointment with the dealer in her convenience time and writer will call him back to confirm when the appointment is made on 02/18/14

Writer called dealer#23309 and spoke with SA Chante who said that customer did not set schedule appointment with the dealer.

██████████. Writer called customer who requested to call agent back later.

Writer called dealer#23309 and spoke with SA Stacey who said that customer did not set schedule appointment with the dealer.

██████████ Customer was contacted and there was voicemail only. Left a message indicating that case will be closed due to no appointment made with the dealer and case will be open when the diagnosis is performed.

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

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6  | BH [REDACTED]                    | <b>Open Date</b> | 02/10/2014                           | <b>Built Date</b> | 01/27/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/30/2011 | <b>Mileage</b>                   | 54,000           | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                      |                                    |                |                   |       |  |
|-----------------------|----------------------|------------------------------------|----------------|-------------------|-------|--|
| <b>Dealer</b>         | X7741                | VANGUARD CAR RENTAL, WARRANTY DEPT |                |                   |       |  |
| <b>Dealer Address</b> | 6929 N LAKEWOOD AVE. |                                    |                |                   |       |  |
| <b>Dealer City</b>    | TULSA                | <b>Dealer State</b>                | OK             | <b>Dealer Zip</b> | 74117 |  |
| <b>Owner</b>          | [REDACTED]           | <b>Contact Type</b>                | TELEPHONE      |                   |       |  |
| <b>Address</b>        | [REDACTED]           | <b>Home Phone</b>                  | [REDACTED]     |                   |       |  |
|                       | EDMOND OK            | [REDACTED]                         | <b>Country</b> | UNITED STATES     |       |  |

|                                                                       |                                                   |
|-----------------------------------------------------------------------|---------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer alternator is not recharging her battery |
| Recall - L28: FRONT EXTERIOR DOOR HANDLES - Information Request       | Provided customer recall Information              |
| Recall - M10: ABS/ESC WIRING - Information Request                    | Provided customer recall information              |

Briefly summarize why the customer is contacting Chrysler: Customer seeking further information in regards to their Recall  
 Briefly summarize what customer is expecting: Further information in regards to Recalls  
 Agent informed customer that customer does not have any open recalls on her Vehicle VIN directly related to her vehicles alternator but did inform the customer of her two open recalls



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

[REDACTED]

|                       |                             |                                  |                  |                                      |                     |               |
|-----------------------|-----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG3                   | CH [REDACTED]                    | <b>Open Date</b> | 02/11/2014                           | <b>Built Date</b>   | 11/24/2011    |
| <b>Model Year</b>     | 2012                        | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 11/25/2011                  | <b>Mileage</b>                   | 38,000           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES   |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8                         | BLACK CLEAR COAT                 |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                         | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 45292                       | MOSS BROS. CHRYSLER JEEP DODGE   |                  |                                      |                     |               |
| <b>Dealer Address</b> | 27810 EUCALYPTUS AVE        |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | MORENO VALLEY               | <b>Dealer State</b>              | CA               | <b>Dealer Zip</b>                    | 92555               |               |
| <b>Owner</b>          | [REDACTED]                  |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                  |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | MORENO VALLEY CA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                           |                                           |
|---------------------------------------------------------------------------|-------------------------------------------|
| Corporate - CNA Change - Default - Default - Default                      | CNA address verification and phone update |
| Product - Electrical - Wipers / Washers - Other - Unknown                 | Tuning on by itself                       |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default |                                           |

Customer called requesting information on their warranty coverage for an alternator. Customer stated that they where driving the vehicle when all sudden all the lights turn on. Vehicle was taken to the dealer and was informed that the alternator needs to be replace and customer is out of warranty to have this repair cover.

Briefly summarize what the customer is expecting: Customer is requesting cost assistance for the alternator

Who has possession of the vehicle? Dealer  
 Has an authorized dealer diagnosed the vehicle? Yes  
 If a CDJR dealer has diagnosed, what is the dealer name and code? 45292 / Moss Cross Chrysler Dodge  
 Preferred Morning/Midday call back number is: [REDACTED]  
 Preferred Afternoon/Evening call back number is: [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 \*\*\*\*\* CASE MANAGER TEAM - District 1U \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, customer contact us.

Writer informed customer that the alternator falls with in their basic warranty that if only good for 36 months or 36,000 miles. Writer stated that we will research their request and will follow up with customer tomorrow 02/12/2014 with our decision.

Status update provided via email to the following email address:  
 [REDACTED]

Mi nombre es Lupe y se me ha asignado el caso para resolver su problema. Le informo que su n mero de caso es [REDACTED]  
 El n mero de tel fono del Departamento de Atenci n al Cliente de Chrysler es: 1- 800-763-8422. Mi n mero de extensi n es: 66200.  
 Mis horas de trabajo son: 8:00am 4:30 PM EST, Lunes a Viernes.  
 Yo le llamar de vuelta en cuanto haya conversado con el Gerente del Departamento de Servicio y verificado su informaci n respecto al diagnostico de su veh culo. Le agradezco su paciencia mientras tratamos de resolver este problema.

De antemano le agradecemos el tiempo que tom en hacernos saber de este problema.

End of Status Update

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

Here is some information that may be helpful for you:

Your case number: [REDACTED]

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

My extension is: 66200

My work hours are: 8:00 to 4:30 PM EST, Monday-Friday.

I will be in contact with you as soon as I review the diagnosis of your vehicle with the service manager at the local dealership. Thank you for your patience while we attempt to resolve this problem for you.

Writer called dealer and spoke with SM Fred, SM stated that customer stated that the vehicle will not start and the service light on the dash board are all on, and windshield turns on. SM stated that the alternator was re-built at another place and if this is the cause of the issue warranty will not be cover. SM stated that diagnoses is in process and will not know what the issue is until later today. Writer will follow up with dealer tomorrow.

2nd attempt made to contact customer at [REDACTED]. Writer left a message and stated that the diagnosis is in process to find out the cause of the issue. Writer stated that we will follow up with customer tomorrow 02/13/2014 once we have obtained information from our dealer.

Writer called customer at [REDACTED], writer informed customer that the diagnosis is in process to find out the caused of their issues. Writer informed customer that if the alternator need top be replace goodwill assistance will be decline as the alternator has been rebuilt. Writer stated that we need to obtain more information regarding the diagnosis and will follow up with customer tomorrow 02/13/2014 with an update. Writer called dealer and was informed that SM is not available. Writer will call dealer again today.

Agent attempted to contact dealer Service Manager Fred, however, SM not available. Left message for a return call at extension 66200

Writer called dealer and spoke with SA Jason, SA stated that the alternator and the battery needs to be replace. SA stated that customer informed dealer that the alternator was rebuilt at a personal repair shop and when repairs where complete the vehicle began to cause spoke. Customer than took vehicle to the dealer for the issues. SA stated that the estimate to get repairs complete is about \$920.00. Customer informed dealer that they know a place where they can find parts less expensive. SA stated that customer has not call back to authorized repairs. Writer stated that we will follow up with customer.

Writer called customer at [REDACTED], writer informed customer that we are not going to be assisting with repairs as the alternator was rebuilt at a none authorized dealer. Writer stated that we can make sure that repairs are complete at their satisfaction but customer will be responsible for the cost of repairs. Customer understood and will like us to work with her until repairs are complete. Customer will be calling the dealer next week to authorize repairs. Writer stated that we will follow up with customer on Wednesday 02/19/2014 with an update.

Writer called dealer and spoke with SM Fred, SM stated that customer took their vehicle and repairs where never made.

Writer called customer at [REDACTED], writer left a message and stated lines 83-84.

Writer stated that we will leave this case open until Monday and if customer is not requesting our assistance than there is no need for our customer to contact us. Writer will be closing this case on Monday 02/24/2014 if we don t hear from our customer.

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

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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG9  | BH [REDACTED]                      | <b>Open Date</b> | 02/13/2014                           | <b>Built Date</b> | 02/05/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/22/2011 | <b>Mileage</b>                     | 74,000           | <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>        | ERB        | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |

|                       |               |                      |    |                   |       |  |
|-----------------------|---------------|----------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 45016         | DODGE OF ANTIOCH INC |    |                   |       |  |
| <b>Dealer Address</b> | 105 ROUTE 173 |                      |    |                   |       |  |
| <b>Dealer City</b>    | ANTIOCH       | <b>Dealer State</b>  | IL | <b>Dealer Zip</b> | 60002 |  |

|                |                       |                     |               |  |  |  |
|----------------|-----------------------|---------------------|---------------|--|--|--|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |  |  |  |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |  |  |  |
|                | ANTIOCH IL [REDACTED] | <b>Country</b>      | UNITED STATES |  |  |  |

|                                                                       |                                                         |
|-----------------------------------------------------------------------|---------------------------------------------------------|
| Product - Suspension - Lower Control Arms/Ball Jnts - Other - Unknown | Customer states that his ball joints are making noises. |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer states that the alternator caught on fire.     |
| Corporate - Survey By-Pass - Default - Default - Default              |                                                         |

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having problems with the vehicle. Customer states that when he had to replace the door handle 3 times. Customer states that his alternator caught on fire and was charged \$1200 to fix the problem. Customer states that he also brings it to 45106 to service his vehicle and that he still had the original brakes because he drives mostly on the highway. Customer states that his vehicle just recently started squeaking in the front end but kept telling him that there was nothing wrong. Customer states that he got oil changed and was told that the noise is coming from his ball joints. Customer was told that it would cost \$300-\$400 to have it repaired; customer is seeking cost assistance. Agent called 45016 and spoke to SM Kurt; SM Kurt states that he will need the tension struts to be replaced on the vehicle. SM Kurt states that they will not be able to provide cost assistance because of the mileage of the vehicle. Agent asked if he would be able to provide a discount; SM Kurt states that he will not be able to. Agent advised this to customer; customer states that he has a Lemon vehicle and states that the part is defective. Agent told customer that if he is seeking lemon law we will have to refer him to his blue and white booklet but because of the mileage of the vehicle we will not be able to provide cost assistance. Customer requested a supervisor. Agent told customer that the supervisor has the same empowerment as we do and that she will not be able to provide cost assistance. Customer states the he will still like to speak to one. Agent told customer that she will stand behind our decision; customer will still like to speak to one. Agent told customer that we will request one for the customer and that it is a 1 business day callback.

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

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

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: [REDACTED]

Reason for request: Customer would like cost assistance.

CAIR assigned to: PC739

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 1 business day.

\*\*\*\*\*Supervisor\*\*\*\*\*

Supervisor contacted customer at [REDACTED] and left VM.

\*\*\*\*\*Supervisor\*\*\*\*\*

Supervisor contacted customer at [REDACTED] and customer stated he needs a new ball joint and he does not feel that a ball joint should go at this many miles because this vehicle is only driven on the hwy.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer inquiring about if ball joint and the alternator were listed under a recall or if this is a common problem with the vehicle. Writer advised customer that there are no recalls for these parts. Writer advised customer that we have already discussed this issue and advised that we would not be able to provide any further assistance with this issue.

---

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

[REDACTED]

|                       |                              |                                  |                  |                                      |                     |                         |
|-----------------------|------------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG5                    | CH [REDACTED]                    | <b>Open Date</b> | 02/13/2014                           | <b>Built Date</b>   | 08/03/2011              |
| <b>Model Year</b>     | 2012                         | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 09/19/2011                   | <b>Mileage</b>                   | 59,240           | <b>Dealer Zone</b>                   | 35                  | WASHINGTON              |
| <b>Plant</b>          | H                            | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PX8                          | BLACK CLEAR COAT                 |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                          | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                          | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <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 BEACH VA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                                   |                      |
|-----------------------------------------------------------------------------------|----------------------|
| Product - Air Conditioning / Heater - Housing / Heater Core - Defective - Default | needs to be replaced |
| Product - Cooling System - Radiator - Other - Default                             | needs to be replaced |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default         | replaced             |
| Product - Electrical - Battery - Defective - Default                              | was replaced         |

Briefly summarize why the customer is contacting Chrysler: Customer called because he had a bad experience at HALL CHRYSLER DODGE Jeep Ram when he attempted to have a stalling concern with his vehicle resolved. Customer stated when he first contacted the dealer he asked what the first available time for him to drop his vehicle off at the dealer was. Customer stated the SA he spoke with said either morning or afternoon. Customer dropped his vehicle off the next morning and waited in the waiting room all day. Customer stated that in the afternoon the SA walked by casually pointed to him and said he would have to come back tomorrow, they wouldn't be able to get the vehicle in that day. Customer stated he left his vehicle at the dealer, but had to go to work the next day. Customer stated he got a call while at work from the SA saying he would need to pay \$218 to replace the battery before they could finish diagnosing the vehicle. Customer stated he didn't understand why he would have to pay to replace the battery just so they could diagnose the vehicle. Customer stated the SA began to speak to him slowly in a mocking tone you need 12 volts for the battery. Customer stated he felt insulted and belittled by the way the SA spoke and treated him. Customer stated the dealer used another battery to finish the diagnosis and the SA told him it would be \$3000+ to replace the heater core, alternator, radiator and battery. Customer stated he asked how much it would be for just the alternator and the battery, stated the SA advised \$750+. Customer stated he felt floored by the cost he was being told to fix his vehicle. Customer stated he called the dealer later that day and then went there in person to say he didn't have that much money to fix his vehicle at the time. Customer stated he spoke to SM Jeff as well as the SD when he arrived at the dealer. Customer stated they apologized for the way he was spoken to and treated and that they would fix the alternator and the battery for him first thing in the morning. Customer stated the morning past and he got a call at about 4:15pm advising him if he got to there before 5 they would be able to fix his vehicle that. Customer stated they finally completed those repairs on his vehicle. Customer stated SM Jeff said they would reach out to Chrysler to see if they could



assist with the cost of the other repairs. Customer stated that was Saturday and he hasn't heard anything since. Agent called the dealer and spoke to SM Jeff, SM Jeff advised that it was the SD who emailed Chrysler but he hadn't heard any update from him yet. Agent provided the case and call back number so he could speak to the SD and let us know if there has been any decision made. Agent advised the customer he would contact him and let him know what the dealer has heard from Chrysler.

\*

Briefly summarize what the customer is expecting: cost assistance from Chrysler

\*

Agent confirmed through ac 22330, if SM Jeff advises of a decline from Chrysler, customer does not pass the matrix for cost assistance.

customer contact information - [REDACTED]  
(for agent to contact customer)

Reason for Dealer Contact: need to speak with SM Jeff

Dealer Code: 26769

Dealer Personnel Required: SM Jeff

Customer's Preferred Method of Contact: phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: [REDACTED]

Reason for assigning to Resolution Team: no response from SM Jeff

Assigned to 86T

DEALER CONTACT|26769|757-498-2200 and spoke with SM Jeff, he advised they have been trying to reach the customer to advise they will assist with a \$300 co-pay under the Warranty Bulletin D-12-27. Writer provided cell #

[REDACTED] to SM.

CUSTOMER CONTACT [REDACTED] and left a voice mail message to advise the SM was trying to reach him. Writer provided CAIR

[REDACTED] and phone number 800-992-1997 as well as the dealership phone [REDACTED].

Assigned to JG1781 - Returned case for next step.

---

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                              |                  |                                      |                     |               |
|-----------------------|--------------------------|------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBGX                | CH [REDACTED]                | <b>Open Date</b> | 02/14/2014                           | <b>Built Date</b>   | 02/13/2012    |
| <b>Model Year</b>     | 2012                     | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 07/26/2012               | <b>Mileage</b>               | 13,000           | <b>Dealer Zone</b>                   | 35                  | WASHINGTON    |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                      | BRIGHT WHITE CLEAR COAT      |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                      | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |               |
| <b>Dealer</b>         | 23295                    | WHITTEN BROTHERS INC         |                  |                                      |                     |               |
| <b>Dealer Address</b> | 10701 MIDLOTHIAN PIKE    |                              |                  |                                      |                     |               |
| <b>Dealer City</b>    | RICHMOND                 | <b>Dealer State</b>          | VA               | <b>Dealer Zip</b>                    | 23236               |               |
| <b>Owner</b>          | [REDACTED]               |                              |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                              |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | MIDLOTHIAN VA [REDACTED] |                              |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                      |                    |
|----------------------------------------------------------------------|--------------------|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | battery saver mode |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default        |                    |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler: Customer states yesterday when he was driving his system message indicated – battery saver mode and guesses it could be the alternator.  
 Briefly summarize what the customer is expecting: Customer seeking message warning light information. Agent contacted DLR Whitten 23295 and Tracy in Service advised customer should bring vehicle in for a diagnosis and advised it may be an alternator issue. Customer states he will call DLR to book appointment when he gets his schedule.  
 by-pass, no diagnosis

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |                     |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|---------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG8              | BH [REDACTED]                    | <b>Open Date</b>    | 02/14/2014                           | <b>Built Date</b>   | 05/04/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/06/2011             | <b>Mileage</b>                   | 60,000              | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES   |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>       | U                                    | US                  |               |
| <b>Color</b>          | PDM                    | TUNGSTEN METALLIC CLEAR COAT     |                     |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT 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> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]             |                                  |                     |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | MURRIETA CA [REDACTED] |                                  |                     |                                      | <b>Country</b>      | UNITED STATES |

|                                                                               |                                     |
|-------------------------------------------------------------------------------|-------------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | Advised of incomplete recall.       |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default    | Caught on fire on09/2013            |
| Product - Brakes - Anti-Lock Brake System - Other - Default                   | Grinding noise in the brakes.       |
| Product - Electrical - Remote/Key Fob - Default - Default                     | Key fob not working.                |
| Product - Electrical - Lamps and Switches - Overheated - Default              | Melted the lighting wiring harness. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default                 |                                     |

Briefly summarize why the customer is contacting Chrysler: Customer is calling in seeking an update on case [REDACTED] customer states that she does not understand why the case was closed. Customer is still experiencing issues with the vehicle that she has had since purchase. She wants to have these issues resolved.

Briefly summarize what the customer is expecting: Customer is expecting assistance in getting the vehicle repaired.

Agent advised the customer that the previous CM had tried to contact her three times then had closed the case. Customer states that she had received a email from the CM but had never received a phone call. Agent advised the customer that agent will open the case and escalate the case to a CM for further assistance in getting the vehicle repaired. Agent provided the new case number for the customer.

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? (unable to duplicate)

If a CDJ dealer has diagnosed, what is the dealer name or code? 45189 -

DCH CHRYSLER JEEP DODGE

Reassigned to 88F

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

OOW: in by time miles 240000

MVP: none

History: 1 new 0 used

Agent attempted to contact dealer Service Director (SD) Matt, however,

SM not available. Left message for a return call at extension 66242  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
[REDACTED]. Left message.

Status update provided via email to the following email address:  
debra.rye@verizon.net

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

Chrysler Customer Care telephone number: 1-800-763-8422

My direct extension is 66242

My work hours: 10:30 am to 7:00 pm EST, Monday - Friday.

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

Thank you .

End of Status Update

Agent attempted to contact dealer Service Manager (SM) Matt, however, SM not available. Left message for a return call at extension 66242

SA Justin let writer know that the last time that they have seen the vehicle was September 2013. SA Justin has no knowledge of what is going on with the vehicle. Writer will call customer to see what is going on

2nd attempt made to contact customer. Left message.

Status update provided via email to the following email address:

[REDACTED]  
My name is Bobbiejo and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.

Chrysler Customer Care telephone number: 1-800-763-8422

My direct extension is 66242

My work hours: 10:30 am to 7:00 pm EST, Monday - Friday.

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

Thank you .

End of Status Update

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

Voicemail left for writer to call them back gave work number [REDACTED]

Attempt, phone number dialed,

[REDACTED]. Left message.

Customer let the writer know that the brakes are no making noises and when they apply the brake the pedal vibrates. This has been happing form day one when the purchased the vehicle. The parking brake does not work customer had taken it in to the dealership they made a adjustment to it.

Customer too it home parked it vehicle started rolling out of the driveway customer went back to the dealership test drove it with a Service Advisor (SA) they said it was odd and tried to make more adjustments. The key fob says the key has left the vehicle or key not present when the customer is sitting in the vehicle. When customer got out of the back passenger side door and slammed the door the key fob showed the key has left the vehicle when the customer was sitting in the driver s seat. The driver s door handle does not work on the inside customer had to take the door panel off see why it was not working. The cable for the door handle is fried and not working correctly customer has to roll down the window to open the door from the outside to get out. The vent for the air-conditioning is not where is should be it is inside the dash. about a year ago the a alternator had caught on fire when the customer had pulled in to the drive way. What stopped the hole car from catching on fire was the alternator was grounded to the engine mount .

Customer had brought this all up to the dealership they told them that because they were out of warranty they will not help the customer.

Customer asked writer if they could go to a different dealership.

Customer would like to go to Perris valley dodge Chrysler jeep 951-657-7371. Writer called dealership to see if we can get the customer in. Writer was not able to speak with any one at the dealership and left a message. Customer asked that they get a loaner or a shuttle to work because they are 20 min away. Writer will follow up with customer today 02/27/14 to let them know when we can get them in to the dealership.

Service Advisor( SA) Diane let writer know that they can bring the customer in on 03/04/14 at 8:30 they are willing to shuttle the customer to work.

Writer let the customer know of the appointment time customer let the writer know that they work 7:00 AM to 3:30 PM it would be easier to drop the vehicle off the night before. Writer gave the number for the

dealership and the name of the SA they spoke with. Writer will follow up with customer and dealership on 03/05/14  
voicemail customer wants to know why they were not told that there would be a 500.00 diagnosis.

Writer contacted dealer 45189 at [REDACTED]. Writer left message for SA Diana and requested callback about diagnosis.

Status update provided via email to the following email address:

[REDACTED]t

We are currently waiting to hear back from the dealership regarding the diagnosis of your vehicle. We will contact you by Thursday, 03/06. Thank you for your understanding.

End of Status Update

Writer called customer on behalf of CM. Writer left voice mail.

Voicemail wanting to know what is going on. Customer stated that they were stopped last night due to a head light being out.

Customer request a call back on [REDACTED]

Attempt made to contact customer. Left message.

Voicemail left customer feels that they should not have to pay the diagnosis fee because the issues were brought to the previous dealership under warranty.

Writer left a voicemail for the Customer. There will be a follow up call by 3/12/14.

Customer called, requesting to speak with BB1130. Writer advised case manager is unavailable and transferred call to LM1171 x66376.

Writer received call from customer. Customer explained information per lines 66-93. Customer stated Chrysler should be able to speak with dealerships regarding diagnosis fees. Writer informed CAC does not have authority to waive diagnosis fees or demand fees be waived by dealer.

Customer informed would like to return to dealer 45189 because it is the original dealership handling vehicle. Writer advised customer call will be made to dealer and placed call on hold. CM made call to dealer 45189 and spoke with SA Dan. SA informed vehicle can be brought to dealership for diagnosis on Monday 3/17/14 but diagnosis fee was estimated at a minimum of \$232.00. Writer informed customer information received by SA and customer stated will be seeking legal options this morning. Writer informed case will not be moved along if she were to seek legal options.

Customer understood and decided she will be seeking legal options.

Attempt made to contact customer. Left message. Writer let the customer know that because they are taking legal options and not taking the vehicle to get a diagnosis none that the case will be closed by the end of business day 03/13/14 if writer does not hear from the customer.

No voicemail or contact from customer at this time writer will be closing the case

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

---



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

[REDACTED]

|                       |                             |                                  |                  |                                      |                     |                         |
|-----------------------|-----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG5                   | CH [REDACTED]                    | <b>Open Date</b> | 02/24/2014                           | <b>Built Date</b>   | 01/19/2012              |
| <b>Model Year</b>     | 2012                        | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 01/20/2012                  | <b>Mileage</b>                   | 51,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO                 |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                         | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                         | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 43864                       | ARRIGO DODGE CHRYSLER JEEP       |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 6500 OKEECHOBEE BLVD        |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | WEST PALM BEACH             |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33411 |
| <b>Owner</b>          | [REDACTED]                  |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]                  |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | MIAMI GARDENS FL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Electrical - Battery - Defective - Default

Vehicle goes into battery saver mode

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to an issue with the vehicle. Customer states the vehicle goes into battery saver mode after two minutes of the vehicle being on. Customer states that the radio and some electrical components will not work in this mode. Customer states he read online and some people have had their steering wheel locked and caused accidents. Briefly summarize what the customer is expecting: Customer wants to diagnose his vehicle over the phone.

Agent advised: The agent could not find 'battery saver mode' in the owner's manual. Agent advised there might be an issue with the charge the battery has, agent advised the customer must go to the dealership for a diagnosis.

Customer called in seeking information on battery saver mode. Agent advised customer she will be advising of the same thing the previous agent just advised, the vehicle needs to be brought to the dealership. Customer understood.

Customer called after he brought the vehicle to the dealer, he was advised the alternator needed to be replaced. Customer stated the dealer is asking \$1,000+ for the repairs, and he wants to know if this is a recall. Customer stated he didn't think he should have to pay for the repair. Agent advised customer that there have been no recalls issued for his vehicle. Agent advised based on mileage he is outside the basic warranty and has no service contracts. Agent advised at this time he is not covered by a warranty and he would be responsible for the cost of replacing the alternator. Agent confirmed via ac 22330 customer is not able to be escalated for cost assistance. Agent apologized and advised at this time Chrysler is unable to assist with the cost of the repair.

Customer asked for a supervisor, agent advised we are empowered in the same way as a supervisor when it comes to cost assistance. Agent advised he would be advised the same response by a supervisor. Customer asked for the email address for the owner of Dodge. Agent advised we do not have corporate email addresses.

\*

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*  
 Informed customer that Chrysler will not participate in the repair.  
 The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                    | <b>Open Date</b> | 02/25/2014                           | <b>Built Date</b> | 03/07/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/11/2011 | <b>Mileage</b>                   | 50,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                     |                         |    |                   |       |  |
|-----------------------|---------------------|-------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 42681               | SHARP MOTOR COMPANY INC |    |                   |       |  |
| <b>Dealer Address</b> | 216 N SECOND STREET |                         |    |                   |       |  |
| <b>Dealer City</b>    | PULASKI             | <b>Dealer State</b>     | TN | <b>Dealer Zip</b> | 38478 |  |

|                |                       |                     |               |  |  |  |
|----------------|-----------------------|---------------------|---------------|--|--|--|
| <b>Owner</b>   | [REDACTED]            | <b>Contact Type</b> | TELEPHONE     |  |  |  |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |  |  |  |
|                | PULASKI TN [REDACTED] | <b>Country</b>      | UNITED STATES |  |  |  |

Product - Drivability - Unknown - Stalling - Default

Vehicle stalling

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the vehicle is at the dealership for a stalling concern. Customer states that the vehicle has been at the dealership multiple times for the same concern. Customer states that they diagnose the vehicle for about 15 minutes and do something else. Customer states that she has been charged a couple times for a repair that just is not fixing the issue. Customer states that the vehicle was towed to the dealership twice in less than three months. Customer states that each time the dash lights lit up and the vehicle stalled in the middle of traffic. Agent apologized for the concern and contacted SHARP MOTOR COMPANY INC Dealer Phone : 931-363-2533 (DC 42681) and spoke with SA Randall. SA states that the vehicle was delivered to dealership on 02/21/14. SA states that the battery was drained. SA advised that they recharged battery and it seems to be good however found that the vehicle needs an alternator and this has been ordered. SA states that in December 12, 2013 the vehicle was taken to dealership for electrical concern (sent by an IRF) and they did a PCM update and charged the IRF for the repair. SA confirmed that the vehicle currently has 50367 miles on it. SA states that the customer has a third party service contract and customer will be charged the deductible only for this repair as the service contract will be covering the costs of the alternator replacement. SA states that the alternator will be at the dealership sometime today or tomorrow. Agent thanked SA and call ended. Agent provided this information to the customer. Customer wants to know if the previous repairs should have been covered by her service contract. Agent advised that CAC can not answer that and to contact the provider of the SC. Customer understood. Agent provided CAIR number and advised that if this repair does not correct the concern to call back to see about possible escalation for unresolved concern. Customer understood and thanked this agent.

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

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

[REDACTED]

|                      |                        |                                  |               |                                      |            |
|----------------------|------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2B3CL3CG7BH [REDACTED] | <b>Open Date</b>                 | 03/03/2014    | <b>Built Date</b>                    | 06/08/2011 |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 07/05/2011             | <b>Mileage</b>                   | 72,995        | <b>Dealer Zone</b>                   | 63 DALLAS  |
| <b>Plant</b>         | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PX8                    | PITCH BLACK                      |               |                                      |            |
| <b>Engine</b>        | ERB                    | 3.6L V6 24V VVT ENGINE           |               |                                      |            |
| <b>Transmission</b>  | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |

|               |       |                          |
|---------------|-------|--------------------------|
| <b>Dealer</b> | 68583 | STERLING CHRY-DODGE-JEEP |
|---------------|-------|--------------------------|

|                       |                              |  |  |  |  |
|-----------------------|------------------------------|--|--|--|--|
| <b>Dealer Address</b> | 5504 I-49 NORTH SERVICE ROAD |  |  |  |  |
|-----------------------|------------------------------|--|--|--|--|

|                    |           |                     |    |                   |       |
|--------------------|-----------|---------------------|----|-------------------|-------|
| <b>Dealer City</b> | OPELOUSAS | <b>Dealer State</b> | LA | <b>Dealer Zip</b> | 70570 |
|--------------------|-----------|---------------------|----|-------------------|-------|

|              |            |                     |        |
|--------------|------------|---------------------|--------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | E-MAIL |
|--------------|------------|---------------------|--------|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                         |                |               |
|-------------------------|----------------|---------------|
| OPELOUSAS LA [REDACTED] | <b>Country</b> | UNITED STATES |
|-------------------------|----------------|---------------|

|                                                                                  |                                              |
|----------------------------------------------------------------------------------|----------------------------------------------|
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management | Customer feels service manager is not honest |
|----------------------------------------------------------------------------------|----------------------------------------------|

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

POOR QUALITY AND SERVICE

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

We bought a new dodge charger in 2011. Its a little over 2 years old. We just got it out of shop after a alternator shorted and battery went out. The battery has failed twice . Once under warrenty. now its not. WE just spent 1,000 on this car. we should not have these problems in 2 years. This is very poor quality. We are getting rid of this car and will never do bussiness with sterling or dodge again. We owned other cars with never these issues with a lot more miles. I called acadia dodge and got a price on same parts. They were half the price we were charged. STERLING SERVICE MANAGER IS A LIAR. I WILL NEVER GO TO STERLING AGAIN. THERE SALES ARE JUST AS BAD. THIS WAS THE REASON WE BOUGHT FROM ACADIA DODGE. IT WAS NOT PRICE

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

Dea [REDACTED]:

Thank you for contacting the Dodge Assistance Center. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. We have documented your comments and will provide them to our product development team for review. We will also reach out to Sterling Chrysler to ensure they are aware of your unhappiness.

Should you choose to work with an alternative dealership: A dealership locator can be found on the brand web site in the 'Find a Dealer' field of the Dodge - <http://www.dodge.com> home page. If you require additional assistance, please feel free to contact us via telephone at 1-800-423-6343.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative  
Dodge Customer Assistance Center

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

CSR contacted STERLING CHRY-DODGE-JEEP @ 337-942-1241. CSR left VM for SM stating the customer s concern. Should dealership contact back,

please document the information regarding the customer s last visit.  
(Specifically related to the battery)  
CSR contacted STERLING CHRY-DODGE-JEEP @ 337-942-1241. Left another  
voice mail for SM.

---



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

[REDACTED]

|                       |                      |                                  |                  |                                      |                     |               |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG3            | CH [REDACTED]                    | <b>Open Date</b> | 02/28/2014                           | <b>Built Date</b>   | 05/12/2012    |
| <b>Model Year</b>     | 2012                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/14/2012           | <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>          | PDM                  | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT 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> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]           |                                  |                  |                                      | <b>Home Phone</b>   |               |
|                       | TUCSON AZ [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                                           |
|----------------------------------------------------------------------------|-------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | customers alternator needs to be replaced |
| Product - Unknown - Unknown - Fire - Unknown                               |                                           |

Briefly summarize why the customer is contacting Chrysler: customer is contacting chrysler stating that last night her vehicle, under the hood caught on fire, customer states she took it to the dealership and they state that the alternator needs to be replaced. Customer did get a rental vehicle from the dealership. Customer states that the dealership stated that it was covered under warranty; customer states that she is having issues with the tire pressure sensors and the heater. Agent advised customer to get a diagnosis on the vehicle for that issue and that there is no recalls on her vehicle regarding the issues she is having. Agent stated she would contact the dealership, customer states that they are closed right now. Agent advised customer to contact Chrysler tomorrow for further assistance once the dealership is open, customer understood, no further assistance

Briefly summarize what the customer is expecting: customer is expecting assistance for her vehicle

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2C3CDXBG7  | CH [REDACTED]                    | <b>Open Date</b> | 03/03/2014                           | <b>Built Date</b> | 08/11/2011  |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 09/18/2011 | <b>Mileage</b>                   | 37,000           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PX8        | BLACK 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]    |
|                | OAKLAND CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                               |                             |
|-------------------------------------------------------------------------------|-----------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | Advised customer of recall  |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default     | alternator needed replacing |
| Product - Electrical - Battery - Defective - Default                          | battery needed replacing    |
| Corporate - Product Information - Default - Default - Default                 | customer seeking lemon law  |
| Corporate - Survey By-Pass - Default - Default - Default                      | customer seeking lemon law  |

Briefly summarize why the customer is calling: Customer is calling because her alternator and battery has gone out and now the thermostat is now out. Customer states that the only thing that was covered under the warranty was the alternator. Customer states that because she is having so many issues with the vehicle she wants to get a replacement vehicle. Briefly summarize what the customer is expecting: Customer is expecting to get a replacement vehicle.

Agent advised customer that I can send her case to the CARE Analyst Team for review. As agent was discussing case the customer got disconnected. Agent called customer back advising that the case will be sent to the CARE Analyst Team for review.

Customer calls seeking recall information. Advised the customer of incomplete recall recall #N07U for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer informed a call back is required and will take place within 1-2 business days.

Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: no email  
 Who has possession of the vehicle? (Owner/Dealer/IRF) Owner  
 Is this a request for Lemon Law, buy-back or replacement? Replacement  
 Reassigned to 91L  
 \*\*\*\*\* 91L Review \*\*\*\*\*  
 \*\*\*\*\* Case Escalated to I2R \*\*\*\*\*

Reviewed Warranty History which determined this case should be escalated to I2R for case management. Spoke with customer to complete initial call. Customer s had vehicle back from the shop for about a week now and everything is running okay. Customer indicated her only concern is the engine revving very loudly. Customer wondering about possible replacement of the vehicle based on the problems she s had. Advised it was not feasible at this point, but beyond that I wanted to ensure vehicle was fixed and she was as satisfied as possible. Customer to test drive vehicle over the course of next week.

**\*\*follow up with customer 3/12 to inquire how vehicle is running\*\***

Left customer VM to inquire how vehicle is running.

**\*\*pending response, contact customer final time 3/14 to inquire how vehicle is running\*\***

Attempted to contact customer to check on test drive. Left voicemail requesting call back.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG9  | BH [REDACTED]                    | <b>Open Date</b> | 03/13/2014                           | <b>Built Date</b> | 02/04/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 06/24/2011 | <b>Mileage</b>                   | 42,447           | <b>Dealer Zone</b>                   | 70                |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PSC        | BILLET METALLIC CLEAR COAT       |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                     |                     |    |                   |       |  |
|-----------------------|---------------------|---------------------|----|-------------------|-------|--|
| <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 - Electrical - Battery - Other - Default                          | Battery Died       |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | had to be replaced |

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his Alternator went bad and battery completely died Alternator light came on soon as customer changed the battery customer is seeking possible reimbursement for the alternator. SA. was not in SA. is not in at the moment writer gave Case number [REDACTED] and phone number 1-800-247-9753 for the dealership to call back.

Briefly summarize what the customer is expecting: customer is seeking possible reimbursement for the alternator.

Next agent please do the dealer funnel when dealership calls back thank you

Called dealership 44725 to confirm details of diagnosis.

Asked for SA who worked on customer vehicle. Spoke with SA. Alfredo.

What is the diagnosis?

Is the concern a result of misuse/abuse/lack of maintenance?

Could the customer have caused/prevented concern?

Is the concern related to age and mileage?

Is vehicle maintained?

What is the general condition of the vehicle?

Have there been any previous related repairs?

Have there been a previous out-of-pocket repairs?

\*If unable to duplicate concern,

\*Have you had an opportunity to do a test drive with the customer?

\*Has STAR been contacted? (If yes, obtain STAR case #)

What is the estimated cost of the repair?

When could it be completed?

Do you feel this customer should receive assistance?

Has this customer been provided assistance previously?

Would you be willing to provide assistance? (co-pay, D-12-27, discount)

Service adviser Alfredo called 44725

Spoke with Service Advisor Alfredo.

What is the diagnosis? The alternator was reading low and he went somewhere else and purchased the battery. Customer wanted to know why the battery died so soon and the diagnosis was the alternator.

Is the concern a result of misuse/abuse/lack of maintenance? SA states he does not think so SA states it s his first time dealing with the



customer.

Could the customer have caused/prevented concern? He kept the vehicle up to date.

Is the concern related to age and mileage? Maybe

Is vehicle maintained? YES

What is the general condition of the vehicle? Yes vehicle is very clean.

Have there been any previous related repairs? NO just regular maintenance

Have there been previous out-of-pocket repairs? YES regular maintenances.

This was his first out of packet repair out of the warranty.

\*If unable to duplicate concern, N/A

\*Have you had an opportunity to do a test drive with the customer? They always text drive the vehicle after the was repaired, and everything worked fine

\*Has STAR been contacted? (If yes, obtain STAR case #) N/A

What is the estimated cost of the repair?

Full cost: 991.30\$

Break down of cost

Labor: \$194.88

Parts: \$580.75

Shop fees and oil change package: \$155.99

Taxes: \$59.68

When could it be completed? Repair was already completed

Do you feel this customer should receive assistance? SA does not know how to answer the question. SA states that he takes care of the vehicle and if he was the customer he would like to get assistance because he takes really good car of his vehicle.

Has this customer been provided assistance previously? SA states that he does not think he has because when he looked at the history it was covered under warranty or recalls.

Would you be willing to provide assistance? (Co-pay, D-12-27, discount)

SA states that he is not able to provide assistance because he is not the service director. We would have to ask the service director.

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? 44725

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM District 88O \*\*\*\*\*

Status update provided via email to the following email address:

[REDACTED]  
My name is Kala and I have been assigned as your new case manager.

Here is some information that you may find helpful:

The Chrysler Case Management telephone number is 1-800-763-8422.

My direct extension is 66177 and my work hours are 8:30 a.m. 5:00 p.m.

MST, Monday Friday.

I am currently researching your case and will be contacting you by telephone in 1 business day to discuss your case with you.

End of Status Update

RO 224880, 03/11/2014, Mileage: 42445, per GWA.

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

See lines 78-87.

Writer sent email to Oscar advising customer has requested reimbursement for alternator replacement.

Writer asked: Most recent odometer reading? Is it normal to have an issue with alternator at this mileage and year? Is this a wearable item? If the vehicle was repaired at the dealer would the repair have been covered under warranty? If so, which warranty? Is the customer loyal to dealer?

Reimbursement opinion?

Oscar, Parts and Service Director dealer 44725 calling to speak with Case Manager KM887. Writer advised CM is available and will transfer dealer over to ext 66177.

SM Oscar contacted writer. Oscar states:

Most recent odometer reading? 42447

Is it normal to have an issue with alternator at this mileage and year?

It is normal

Is this a wearable item? No



If the vehicle was repaired at the dealer would the repair have been covered under warranty? If so, which warranty?

It was repaired at dealership. It was not covered. Basic

Is the customer loyal to dealer? Yes

Reimbursement opinion? Oscar recommends a service contract for future repairs.

Oscar sent email with screenshot of recommended contract that is VIN specific. Oscar states that this is a contract that could be added to this vehicle.

Writer advised writer will research.

Writer notes email from Oscar shows

1 year/12,000 miles PRE-OWNED MAXIMUM CARE w/\$100 deductible (code XM1121N)

Ownership: 1st

Owned- New: 3 Used: 2

Service Contract: ECS24N ESSENTIAL CARE SELECT - 2 YEARS / 4 OIL

OOW?: Basic Expired (Odometer) 36,000 Miles.

Writer will offer customer RAM ADVANTAGE PACKAGE 5/100 MAXIMUM CARE with \$100 deductible (RAM510N.)

2nd attempt made to contact customer [REDACTED].

Writer left voicemail informing customer: case number, contact information, call back requested, and set follow up 03-20-14.

Status update provided via email to the following email address:

[REDACTED]  
My name is Jodi and I have been reassigned as your case manager. Here is some information that will be useful for you to have:

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66282

My work hours: 7:00 AM 3:30 PM MST.

I will be contacting you soon to speak about your case .

End of Status Update

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

[REDACTED] Left message

Received voicemail from customer

Agent called customer and offered customer MAX care. Customer's concern is that he would have alternator go back again. Customer stated that the alternator stopped working and caused the battery to go bad. Customer accepted MAX care.

RAM510N Contract created. Contract number is 35900997.

[REDACTED] Left message

Agent called customer and let him know that contract had been added. Customer stated he was very happy and even requested that a survey be sent. Customer stated case could be closed,

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

Customer called and asked for information on service contract agent went over details. Customer also requested a supervisor.

\*\*\*KUDDOS CALL\*\*\*

Customer states CM JK875 has been efficient and polite. Customer states JK875 followed through with commitments and took care of concerns.

Customer states he is happy with Dodge.

---

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

[REDACTED]

|                       |                          |                                  |                  |                                      |                     |               |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG3                | BH [REDACTED]                    | <b>Open Date</b> | 03/14/2014                           | <b>Built Date</b>   | 06/09/2011    |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 06/10/2011               | <b>Mileage</b>                   | 65,000           | <b>Dealer Zone</b>                   | 42                  | DETROIT       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                      | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 49983                    | MAROONE DODGE % CARTEMPS         |                  |                                      |                     |               |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD     |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | PEMBROKE PINES           | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 33024               |               |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | ROCKINGHAM NC [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                               |                                |
|---------------------------------------------------------------|--------------------------------|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | No diagnosis.                  |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Other          | SEAT WIRING HARNESS CONNECTORS |
| Corporate - Recall - Default - Default - Default              | inquiry on recall M01 wiring   |

Briefly summarize why the customer is contacting Chrysler:heard on the news that this recall for the headlamps that was for the police vehicle. Owner stated the news stated that this recall was going to be for all Chargers now.

Briefly summarize what the customer is expecting:to have the repair done under the recall.

SM Andy the owner was not diagnosed, she only came in to speak to someone.

Agent advised this vehicle does not have the recall M01, the recall is for sales code sales (code AHB) built from July 26, 2010 through December 20, 2011.

This vehicles ISD:06/10/2011.

Advised owner the vehicle is OOW and does not qualify for the recall.

Disposition error:Closed 30 - Recall Inquiry - Recall not on VIN.

No diagnosis.

Customer called back in and stated the vehicle was towed to the dealership and the dealership stated there is a problem with the wiring on Monday morning they will know more. Customer wanted to touch base with Dodge and will call back in on Monday.

Griffin Chrysler Jeep Dodge  
961 E US Hwy 74  
Rockingham, NC 28379  
(910) 582-1200

Customer called in for a status update on her vehicle. Customer states that she has read on line that there are several issues with the alternator and the headlamp wiring. Customer states that she does not believe that she should have to pay for the repair because there are documented issues on dodge websites.

Agent contacted the dealership and spoke to SA Andy. SA Andy advised that the customers vehicle needs a new battery and alternator. SA Andy quoted the cost as \$937.

Agent advised customer that there are no recalls on her vehicle for these parts. Agent advised customer that the parts have been placed on order by the dealership and they expect them on tuesday. Agent advised customer



that as there is no recalls and she is outside of her warranty chrysler would not be able to assist with the cost of the repair. Agent researched and found customer does not have repair history, no mvp, no purchase history and is not the original owner of the 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 contacted Chrysler stating her alternator is shorting out and causing battery to be dead. Customer said the part will be in on Tuesday. Agent called the DLR and spoke with SA Andy who stated the vehicle needs an alternator and battery. SA stated that she said it was a recall. SA told her that there is no recall on her vehicle for this issue. SA said the customer accepted the repair and the part have been ordered. SA stated this will be at customer cost. Agent gave the customer the information. Customer said there has been case after case of this issue and said that she should not have to pay. Agent again advised her that this is not a recall issues and the repair will be at her cost. Customer threatened to go to the news media.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
Survey By Pass - No Diagnosis

Customer called stating she got her car back on 03/19/2014 for the head light, battery, and the alternator. Customer stated this evening when she was driving her vehicle the other light was not working and she smelled wires burning. Customer is concerned there is a more serious wiring issue with the vehicle. Customer is dealing with:

Griffin Chrysler Jeep Dodge  
961 E US Hwy 74  
Rockingham, NC 28379  
(910) 582-1200

\*\*\*\*\*NEXT AGENT\*\*\*\*\*

When the customer calls back to let CAC know the vehicle is at the dealership please escalate this CAIR to 88F for unresolved issues. Reassigned to PG725 for survey bypass undiagnosed unresolved issue 68679 Griffin Chrysler

Briefly summarize why the customer is contacting Chrysler:owner upset feels she should not have to pay for all these repairs. That the vehicle is going to have more wiring issues or other issues, for a vehicle that she just purchased. The vehicle needed an alternator and battery, now the wiring harness that melted.

Briefly summarize what the customer is expecting:reimbursement for all repairs and other repairs if needed on the vehicle.

Agent spoke to SA Andy he advised that the one wiring harness went on the one side and then the other wiring harness burned on the other side.

SA stated the cost for he one wiring harness was \$150.00, when the other harness went, the dealership paid the repair for the other harness at no cost to the owner.

This vehicle does not have the recall that was for the police vehicles.

Agent advised owner the vehicle is OOW and no further cost assistance can be given.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                     |                                  |                  |                                      |                     |            |
|-----------------------|---------------------|----------------------------------|------------------|--------------------------------------|---------------------|------------|
| <b>VIN</b>            | 2C3CDXBG0           | CH [REDACTED]                    | <b>Open Date</b> | 03/16/2014                           | <b>Built Date</b>   | 08/11/2011 |
| <b>Model Year</b>     | 2012                | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |            |
| <b>In Service Dt</b>  | 04/28/2012          | <b>Mileage</b>                   | 26,113           | <b>Dealer Zone</b>                   | 63                  | DALLAS     |
| <b>Plant</b>          | H                   | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |            |
| <b>Color</b>          | PRY                 | REDLINE 3 COAT PEARL             |                  |                                      |                     |            |
| <b>Engine</b>         | ERB                 | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |            |
| <b>Transmission</b>   | DGJ                 | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |            |
| <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>   | [REDACTED] |
|                       | MEMPHIS TN          | [REDACTED]                       | <b>Country</b>   | UNITED STATES                        |                     |            |

|                                                                      |                                                                       |
|----------------------------------------------------------------------|-----------------------------------------------------------------------|
| Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default | Customer dissatisfied with how long diagnosis is taking               |
| Corporate - Rental Vehicle - Default - Default - Default             | Customer seeking to be provided a rental vehicle                      |
| Product - Electrical - Battery - Defective - Default                 | Customer states attery voltage light comes on when vehicle shuts down |
| Product - Drivability - Unknown - Stalling - Default                 | Customer states vehicle intermittently shuts down on it's own         |
| Corporate - Warranty Coverage - Default - Default - Default          | customer asking how much longer she has for warranty                  |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default        |                                                                       |

Customer is contacting Chrysler because she would like to know how much time she has left on her warranty. Agent advised customer that her basic warranty is out April 28th 2015 or 36,000 miles. Agent advised customer that her power train warranty is out April 28th 2017 or 100,000 miles. Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she brought her vehicle to the dealership and they said they could not give her a rental. Customer states she has to get to work

Briefly summarize what the customer is expecting: rental vehicle  
 Agent advised customer that rental is looked at only after the diagnosis has been completed. Agent advised customer that we would need to speak with the dealership.

\*\*Agent contacted 26349 GOSSETT MOTOR CARS INC at 901-388-8989 and asked for service. Agent spoke with SA Lafayette. Agent advised SA that customer is looking for rental but we would need the diagnosis first. SA states that the customer brought the vehicle in with no warning lights on and we have not had a chance to diagnose anything as of yet. SA states that customer has an aftermarket SC and would cover rental but they need the diagnosis before they can authorize. SA states the rental company does not open until 8. Agent advised SA that we are not able to offer rental either without diagnosis. SA states he will speak with her about if she wants rental she would have to pay for it until the SC gets diagnosis. SA states he hopes to get to it this afternoon. Agent advised SA we will inform customer and thanked for the assistance.

\*\*Agent advised customer we spoke about the rental. Agent advised

customer that CAC would not be able to look into rental until diagnosis but SA was going to be speaking with her about this. Customer thanked agent for the information.

Briefly summarize why the customer is contacting Chrysler: Customer states they just got off the phone with dealer 26349. Customer states the dealership told her they can find not issues with the vehicle. Customer states they the dealership can not provide a rental as the vehicle is not diagnosed. Customer states they need a vehicle as this is the only vehicle in their home. Customer also states they are extremely dissatisfied as a customer with how long it is taking to diagnose her vehicle as she states she dropped it off at 7AM this morning and she was told they would know what the problem is by this afternoon and now the dealer is telling her they can not finish the diagnosis until tomorrow.

Briefly summarize what the customer is expecting: To be provided a rental vehicle while her vehicle is being diagnosed for an electrical issue and to lodge a complaint regarding dealer 26349.

Agent advised customer her complaint about the time it is taking to diagnose her vehicle will be documented. Agent contacted SA Lafayette at dealer 26349 who confirmed the vehicle has not been diagnosed as of yet. SA states that as soon as the vehicle is diagnosed he will be contacted the 3rd party SC vendor for the customer to inquire about a rental vehicle. Agent advised customer that as the vehicle is not diagnosed there can not be a rental vehicle provided at this time.

Reassigned to NC603 for survey by pass: no diagnosis.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                            |                                   |                  |                                      |                     |                         |
|-----------------------|----------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG8                  | CH [REDACTED]                     | <b>Open Date</b> | 03/17/2014                           | <b>Built Date</b>   | 08/26/2011              |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 08/26/2011                 | <b>Mileage</b>                    | 40,000           | <b>Dealer Zone</b>                   | 42                  | DETROIT                 |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT           | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PS2                        | BRIGHT SILVER METALLIC CLEAR COAT |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |                         |
| <b>Dealer</b>         | 44254                      | BOB CALDWELL CHRYSLER JEEP DODGE  |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 1888 MORSE RD              |                                   |                  |                                      |                     |                         |
| <b>Dealer City</b>    | COLUMBUS                   |                                   |                  | <b>Dealer State</b>                  | OH                  | <b>Dealer Zip</b> 43229 |
| <b>Owner</b>          | [REDACTED]                 |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]                 |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | REYNOLDSBURG OH [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                            |                                 |
|----------------------------------------------------------------------------|---------------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | 0 of 5                          |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default  | alternator needs to be replaced |
| Product - Electrical - Battery - Defective - Default                       | needs to be replaced            |

Briefly summarize why the customer is contacting Chrysler: Customer called because following diagnosis of his vehicle he was advised the cost of replacing the alternator and the battery in his vehicle would be \$1300. Customer stated the amount of the repair is higher than he expected and he was hoping to get some assistance with the cost of the repair. Agent checked ac 22330 and found customer doesn't meet our parameters for cost assistance, however is with the parameters for dealer cost assistance. Agent called SM Mark at BOB CALDWELL CHRYSLER JEEP Dodge and asked if they would be able to assist the customer. Agent advised its not that we don't want to assist however the customer doesn't fit under our parameters. SM Mark noted that customer has been a loyal customer to the dealer and offered at least a 50/50 split on the cost of the repairs. Agent advised customer of the offer of cost assistance and advised both SM Mark and customer they could discuss it further if needed.

\*\*  
Briefly summarize what the customer is expecting: cost assistance

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                      |                                  |                  |                                      |                     |               |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG9            | CH [REDACTED]                    | <b>Open Date</b> | 03/17/2014                           | <b>Built Date</b>   | 10/25/2011    |
| <b>Model Year</b>     | 2012                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 01/28/2012           | <b>Mileage</b>                   | 40,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PBV                  | BLACKBERRY PEARL COAT            |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 43325                | FIVE STAR DODGE-CHRY-JEEP        |                  |                                      |                     |               |
| <b>Dealer Address</b> | 3068 RIVERSIDE DRIVE |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | MACON                | <b>Dealer State</b>              | GA               | <b>Dealer Zip</b>                    | 31210               |               |
| <b>Owner</b>          | [REDACTED]           |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]           |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | MACON GA [REDACTED]  |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                       |                                  |
|-----------------------------------------------------------------------|----------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator replacement required  |
| Product - Drivability - Unknown - Hesitation/No Power - Default       | Vehicle lost power while driving |
| Corporate - Survey By-Pass - D-12-27 - Default - Default              |                                  |

Briefly summarize why the customer is contacting: Customer contacted Chrysler seeking cost assistance with vehicle repairs.

Briefly summarize what the customer is expecting: Customer expecting cost assistance. Customer stated that today as she was driving the vehicle it lost all power, and the battery light illuminated. Customer stated that vehicle is currently at FIVE STAR DODGE-CHRY-JEEP #43325, and she was advised by SA Steve that the she would have to cover vehicle diagnosis and repairs. Customer was very upset about this due to the vehicle just being out of warranty. Writer advised customer that cost assistance can be looked into after vehicle diagnosis. Writer attempted to contact SM; however he was unavailable. Customer stated that she will phone back after diagnosis, and writer provided customer with case number as reference.

Reassigned to 861, no diagnosis.

Brad, Service Manager at dealer 43325 calling to speak with CM LV130. SM states that customer has been very rude and fulgar to SM, employees and customer at dealer. SM advised that SM will not assist customer in any cost assistance. Writer advised SM will get customer over to LV130 to assist further. Writer advised dealer that CM is not available at this time and transferred dealer over to TW575 at ext 66015.

Writer took call from SM Brad, SM states that the customer called the dealership on 3-15-14 because the vehicle stalled out on the customer. The SM drove and picked up the customer and the vehicle and SM drove the vehicle back to the dealership while it did cut off on the SM. The customer refuses to pay the dealership for a diagnosis and was cursing at the SM when arrived at the dealership. SM states that by him guessing what was wrong with the vehicel SM feels the customer needs a new alternator. SM did receive codes from the vehicle but the customer refused to pay diagnosis fee and there for the dealership could not assist customer in further repairs. SM is not willing to work with the customer due to rudness and the disrespect customer has shown to the SM and dealership. SM would prefer customer to take vehicle some where else for current issues and concerns. Writer advised SM case would be noted with updated information. SM thanked writer, call ended.

Briefly summarize why the customer is contacting Chrysler: Customer called stating they would like to know if they will be provided cost assistance on the alternator repairs.

Briefly summarize what the customer is expecting: To be told if they will be provided any assistance on the cost of the repairs.

Agent reviewed case and, as SM declined assistance, advised customer that at this time there will be no cost assistance offered on the repairs.

Janet called back asking why they turned her down for cost assistance.

Agent advised the customer the decision was already made because it was out of warranty and agent could not over turn the decision.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                            |                                  |                  |                                      |                     |               |
|-----------------------|----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG8                  | CH [REDACTED]                    | <b>Open Date</b> | 03/20/2014                           | <b>Built Date</b>   | 08/15/2011    |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 09/27/2011                 | <b>Mileage</b>                   | 39,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 44155                      | DODGE OF WINTER HAVEN            |                  |                                      |                     |               |
| <b>Dealer Address</b> | 299 CYPRESS GARDENS BLVD   |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | WINTER HAVEN               | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 33880               |               |
| <b>Owner</b>          | [REDACTED]                 |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                 |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | WINTER HAVEN FL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                           |
|----------------------------------------------------------------------------|---------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | 1 of 5                    |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default  | shorted out               |
| Product - Electrical - Battery - Defective - Default                       | shorted out by alternator |

Briefly summarize why the customer is contacting Chrysler: Customer called on behalf of her daughter the vehicle owner in an attempt to assist her with the cost of the repairs. Customer stated the vehicle s instrument panel light up all indicators and then all electrical in the vehicle shut off. Customer stated the dealer diagnosed it as the alternator shorting out causing the battery to go as well. Customer stated the dealer quoted her daughter a cost of at least \$1000 on the alternator which was a financial difficulty. Agent apologized she had that experience and reviewed ac 22330, agent unfortunately found customer was not within the matrix. Agent determined customer was though within d-12-27 and we could seek assistance for them from the dealer. Agent called SM James at DODGE CHRYSLER JEEP OF WINTER Haven to see if he would be willing to assist with the cost of the repairs. SM James advised the \$1000 was for the alternator, made offer of a \$150 deductible for that part. SM James stated the cost of the battery was 236.86 + tax, making the customer responsible for 411.86+tax (agent calculated it at 386.86 + tax). Agent advised he would relay the offer to the customer and advise them to follow up with the dealer. Agent advised customer of the offer for assistance from the dealer and advised to call SM and confirm the amounts offered so they were sure what they had to cover for the repairs.

\*\*

Briefly summarize what the customer is expecting: cost assistance

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |               |                                      |            |
|-----------------------|------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG6BH [REDACTED] | <b>Open Date</b>                 | 03/25/2014    | <b>Built Date</b>                    | 06/24/2011 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 09/16/2011             | <b>Mileage</b>                   | 52,000        | <b>Dealer Zone</b>                   | 66 ORLANDO |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>          | PVG                    | TOXIC ORANGE PEARL COAT          |               |                                      |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |               |                                      |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |
| <b>Dealer</b>         | 44059                  | ADDY'S HARBOR DODGE INC          |               |                                      |            |
| <b>Dealer Address</b> | 4849 HIGHWAY 501       |                                  |               |                                      |            |
| <b>Dealer City</b>    | MYRTLE BEACH           | <b>Dealer State</b>              | SC            | <b>Dealer Zip</b>                    | 29579      |
| <b>Owner</b>          | [REDACTED]             | <b>Contact Type</b>              | E-MAIL        |                                      |            |
| <b>Address</b>        | [REDACTED]             | <b>Home Phone</b>                |               |                                      |            |
|                       | CONWAY SC [REDACTED]   | <b>Country</b>                   | UNITED STATES |                                      |            |

|                                                                |                                                    |
|----------------------------------------------------------------|----------------------------------------------------|
| Product - Electrical - Unknown - Other - Default               | Customer concerned with dashboard warning message. |
| Corporate - Survey By-Pass - No Response - Default - Default   |                                                    |
| Corporate - Technical Assistance - Default - Default - Default |                                                    |
| Product - Electrical - Battery - Complete Failure - Default    |                                                    |

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

message regarding battery on mode

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

I have a 2011 dodge charger I purchased new. Last summer this car caught fire under hood because of alternator. It gave amessage battery on mode when this happened. It has not been a year and this past weekend it came up again! I have read of this happening to this car and I do not want this

car. There has been no recalls for this and I do not understand this.

Please someone notify me regarding this issue.

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

Dear [REDACTED]

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

I am sorry to learn of the issues raised regarding your vehicle s electrical system. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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 or contact their regional Business Center.

If the vehicle has been diagnosed through the Dealership within the last 30 days yet the issue remains unresolved, please respond advising us of the appointment information. If you have not yet had the vehicle



diagnosed, please respond with the name of the Dealer and preferred date you would like to schedule. I will be more than happy to call you shortly at the phone number provided in your email to get you connected with your Dealer to schedule the appointment. You may otherwise please respond with the appointment information once available.

If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone: 1-800-4A-DODGE (423-6343) or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.

Thank you again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

---

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

[REDACTED]

|                       |                      |                                  |                  |                                      |                     |               |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG7            | BH [REDACTED]                    | <b>Open Date</b> | 03/25/2014                           | <b>Built Date</b>   | 02/26/2011    |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 04/19/2011           | <b>Mileage</b>                   | 82,709           | <b>Dealer Zone</b>                   | 63                  | DALLAS        |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PSC                  | BILLET METALLIC CLEAR COAT       |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 44990                | ALLEN SAMUELS DODGE              |                  |                                      |                     |               |
| <b>Dealer Address</b> | 21777 KATY FREEWAY   |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | KATY                 | <b>Dealer State</b>              | TX               | <b>Dealer Zip</b>                    | 77450               |               |
| <b>Owner</b>          | [REDACTED]           |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]           |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | AUSTIN TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

alternator needs replacing

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding a part needing replaced.

Briefly summarize what the customer is expecting: Customer is expecting information. Customer states that they are having wiring issues with vehicle, and wants to know what can be done, as they were told this is not covered under warranty. Agent looked into warranty information, and informed that the alternator would normally be covered under the basic warranty, which has expired by mileage. Agent informed customer of the recalls L28 and M10. Customer states that he has had issue with ABS. Agent offered to transfer customer to closest DLR for recall completion. Customer declined stating that he already knows where it is. Customer wanted to know if the ABS recall would cause the issue with his alternator. Agent stated I could not confirm or deny, that information would have to come from the DLR. Customer understood and disconnected call.

Customer called to find out what she can do to get the repair covered. Agent advised the customer that the vehicle needs to be taken to a certified dealer and diagnosed to see what the issue is. Agent advised the customer that she is covered for towing so she can have it towed to the dealer. Customer was pleased and asked to be transferred to roadside.

Customer seeking cost assistance for her alternator. Customer states that the problem is due to electrical issue caused by the recall M10. Customer states she was not aware of the recall and just had her vehicle in recently and the dealership did not make her aware of the recall. Agent called dealership ALLEN SAMUELS DODGE CHRYSLER JEEP to discuss the issue that is going on with the vehicle. Spoke to service they sent me to Jackie she stated the problem is an electrical problem in the alternator and is out of warranty.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: 000-000-0000

Reason for request: Seeking cost assistance for alternator

CAIR assigned to: lb546

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

\*\*\*\*\*

L28 FRONT EXTERIOR DOOR HANDLES WARRANTY 03/26/2012  
M10 ABS/ESC WIRING SAFETY 05/09/2012

\*\*\*\*\*

\*\*\*\*SUPERVISOR CONTACT\*\*\*\*

Customer contacted at phone number [REDACTED]. Customer states he brought vehicle to Al Samuels for service; did not know anything about the recalls. SM told him that it may have been caused by the ABS recall. Customer states that he did not receive notification of recalls and dealer did not tell them about the recalls - they get it serviced there all the time.

Estimated cost of repairs \$600+

- 1.Does the customer have prior history with current issue? No
- 2.Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? No
- 3.Is the customer the original owner of this vehicle? Yes
- 4.Does customer have previous vehicle purchase history (new and used, household)? no
5. Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? Must be a MVP contract, not an aftermarket. no

\*\*\*\*\*

CT831 - please contact dealer and find out if failure is caused by the M10 recall. Escalate to 88F.

44990 ALLEN SAMUELS DODGE CHRYSLER JEEP 281-599-3500 is the dealership the vehicle was towed to. Spoke to SM Jackie she states the failure to the alternator is not from the recall M10.

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

Writer attempted to call SM Keith and writer left a message

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

[REDACTED]. Writer called and spoke to customer and customer stated that they went into the dealership on Saturday and they paid \$288.00 on some wiring that was done. Customer stated that they don't feel like they should have paid for that since they had this recall on the vehicle that no one told them about. Customer stated that they were driving down the road and all their lights, including the ABS light were going off. Customer thinks that these should be covered under the recall. Customer stated that they were speaking with the Service Director Tracy and he informed them to call us. Customer stated that they do all their maintenance work done there. Writer advised that we will make sure we speak with the SD and they should hear from writer no later than Monday 3/31.

Writer called and spoke to SM Jackie and SM stated that the Alternator failed because of an internal fault. SM stated that it didn't fail because of the abs recall. SM stated that on 3/22 when the customer came in they replaced the low beamed connector that was burnt out. SM stated that they fixed the low and high beam. SM stated that has nothing to do with the ABS wiring as well.

SM also stated that the customer brings in her vehicle for oil changes once a year. SM stated that the customer doesn't want to pay for the repair

Status update provided via email to the following email address:

[REDACTED]

Hello

This is Melanie here at Dodge and I just wanted to let you know that I am still gathering some more information. I will give you a call tomorrow. If you have any questions please give me a call at 1-800-763-8422 ext. 66356

End of Status Update

Secondary Phone # 832-723-4145

[REDACTED] called to speak with their Case Manager. Transferred the customer to CM KD424 at ext 66399, because CM MJ444 was not available. Customer called in for an update. I stated I would get into the notes real quick but she said that she had another call she had to take and would call back later.

[REDACTED] called in to obtain an update on the case. Writer attempted to reach agent at ext. 66356 and received voicemail. Customer advised of expecting a call back today per CM's email. Customer is requesting a return call as soon as possible.

[REDACTED] called requesting to speak to CM MJ444. Writer advised CM MJ444 is currently unavailable and warm transferred caller to CM LS1082

for further assistance.

Customer contacted writer. Customer advised writer that customer has not heard from CM. Customer advised writer that customer took the vehicle to the dealership for concerns with the abs system. Customer alleges that Service Director Tracy advised customer that repairs should be completed under cost cover but since vehicle is over 60,000 SD could not. Customer advised writer that customer would like to have answers in regards to the case. Writer offered to place the customer on hold and contact the SD. Writer contacted dealership and was advised that there is no one working named Tracy. Writer was transferred to the service department. Writer left a voicemail for SM Keith requesting a callback. Writer advised customer that writer had left SM a voicemail. Customer was less than satisfied and contacted the dealership while writer was on the line. Customer was unable to hear conversation. Customer advised writer that customer would like the call escalated to Supervisor. Writer transferred call to LV162.

\*\*\*Supervisor Call

Customer stated that he told by the dealership to call Dodge because they cannot assist outside of 60,000 miles on the vehicle. Customer stated that the Dodge and the dealership keep going back and forth and nothing is getting done. Customer stated that the SD had stated that it could be due to the recall needed on the vehicle. Customer stated that they had also had continuing battery concerns with the alternator. Customer stated that the alternator should not have gone out already on the vehicle. Customer stated that they didn't find out about the recall until they had called into Dodge as the dealership had not made them aware of the information. Customer stated that if the concern is due to the recall they do not want to have to pay for the repairs. Writer put the customer on hold to contact the dealership.

Writer contacted the SD Keith at 44454 and was informed that SD Tracie is at 44990.

Writer contacted SD Tracie at 44990. SD stated that the repair is not due to the recall. SD stated that the customer has loyalty. SD stated that if it was within his parameters he would have provided the customer with a \$100 co-pay. SD stated that it is not necessarily early for the alternator to go out however it is a part that does not have a life expectancy. SD stated that the retail cost for the repair is \$631.99. SD stated that he would accept a \$50 co-pay because of the concerns that the customer has had through CAC. Writer informed the SD that the information will be put in the system once we have the warranty pricing. SD stated that he would e-mail the warranty pricing. SD stated that the part has already been ordered. SD stated that the repairs should be done tomorrow. Writer informed the customer that after speaking with the dealership we were able to get the information needed. Writer informed the customer that the SD had stated that the repair costs would be \$631. Writer informed the customer that when we do goodwill for a customer that Dodge requires customer participation. Writer informed the customer that if he would be willing to pay \$50 plus possible tax that Dodge would cover the rest of the repair. Customer stated that he would accept that offer. Writer informed the customer that he needs to speak with the dealership and let them know that they are ok to proceed with the repairs. Customer stated that he will contact the dealership today. Writer informed the customer that we want to make sure that the repairs were successful with the vehicle. Writer informed the customer that a call back will be made on 4/7. Customer stated that there was nothing further needed from the supervisor.

DEALERSHIP: E-mail received from the SD Tracy at 44990. SD stated that the total warranty pricing for the repair is \$327.25. SD stated that the warranty pricing for parts is \$259.00. SD stated that the warranty pricing for labor is \$68.25. SD stated that the mileage of the vehicle is 82,709. SD provided the part number: R4801779AG. SD stated that the customer called and agreed to the \$50 co-pay.

E-mail sent to the SD Tracy at 44990. Writer informed the SD that the information will be put in the system and the case will be sent to the dealership for the repairs.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$259.00

Labor = \$68.25

Total = \$327.25

Co-pay = \$50.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

REASSIGNED TO BC/DLR 63 44990 04/03/14 11:12 R 24785093

\*Contact Date:04/03/2014

DCX goodwill repair is documented on Repair Order#295765

CAIR RETURNED FROM DEALER ON 4/03/2014 AT 02:31:630 R 24785093

Unable to contact customer due to email system being updated.

Writer spoke with Service Advisor Jackie and she stated that the customer had picked up their truck on Friday and paid their co-payment.

Dialed customer at [REDACTED]

Writer spoke with the customer who stated that everything is okay. With customers permission, writer will be closing the case.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

---



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                            |                                  |                  |                                      |                     |                         |
|-----------------------|----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG8                  | CH [REDACTED]                    | <b>Open Date</b> | 03/31/2014                           | <b>Built Date</b>   | 11/03/2011              |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 11/14/2011                 | <b>Mileage</b>                   | 50,325           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES             |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PX8                        | BLACK CLEAR COAT                 |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 24100                      | HUNTINGTON BEACH CHRYSLER JEEP   |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 16701 BEACH BLVD           |                                  |                  |                                      |                     |                         |
| <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]              |
|                       | GARDEN GROVE CA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                            |                                                                  |
|----------------------------------------------------------------------------|------------------------------------------------------------------|
| Corporate - DaimlerChrysler Address - Default - Default - Default          | address for complaint                                            |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | customer seeking goodwill for alternator and battery replacement |
| Corporate - Survey By-Pass - Default - Default - Default                   | dealer decline                                                   |

Customer called stating that he is not happy with his vehicle and has had problems with the vehicle for a year. Customer states that he is concerned about the quality of Dodge products. Customer states that more recently his alternator and battery have failed. Vehicle is currently at HUNTINGTON BEACH CHRYSLER DODGE for repair. Customer cites that he was given a quote of \$1200. Customer feels that this is unacceptable. Customer states that he wants the vehicle repaired by Chrysler. Customer states that the transmission is shifting funny so he wants that looked at too.

Customer is third owner.

Vehicle mileage is 50,325 miles.

Basic warranty expired by mileage: BASIC 36 Months or 36,000 Miles 0

November 14, 2014 Expired (Odometer)

Powertrain warranty active.

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer would like an address to file a complaint about Chrysler customer service. Agent provided the following address for customer:

Richard Thornton, Head of Operations - Customer Care

Chrysler Group LLC

800 Chrysler Drive

Auburn Hills, MI 48326

Customer stated he wants cost assistance because vehicle is just out of warranty. Writer noted (to self) that vehicle has over 50,000 mi.

Customer stated he just bought vehicle about a year ago and alternator and battery should last longer than that. Writer noted (to self) that cost assistance has already been declined. Writer called dealership, spoke to service manager Ken, and asked if cost assistance could be given under D-12-27. SM Ken stated that customer did not buy vehicle there and

has only ever spent about \$50 in service department. SM Ken stated he would offer customer 20% discount coupon they had available at the moment. SM Ken stated that customer was difficult to deal with. Writer returned to customer and advised him that dealership offered 20% discount. Customer stated he was not happy with that. Customer asked to speak to supervisor and writer advised it would be 1 business day callback. Customer became upset and began using profanities. Customer eventually disconnected.

Customer has requested Supervisor callback

Preferred daytime number [REDACTED]

Preferred evening number: same

Reason for request: Customer dissatisfied with customer service

CAIR assigned to: JR1305

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

Reassigned to JR1305 - supervisor call and survey bypass re denial of D-12-27 assistance

\*\*\*Supervisor\*\*\*

Supervisor called customer @ [REDACTED]. Supervisor advised of lines 31-32. Supervisor advised that no further assistance would be offered.

\*\*\*Supervisor\*\*\*

Supervisor called customer @ [REDACTED]. Supervisor advised of lines 31-32. Supervisor advised that no further assistance would be offered.

---



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                        |                                  |               |                                      |            |
|----------------------|------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6BH [REDACTED] | <b>Open Date</b>                 | 03/31/2014    | <b>Built Date</b>                    | 06/28/2011 |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 08/27/2011             | <b>Mileage</b>                   | 42,096        | <b>Dealer Zone</b>                   | 63 DALLAS  |
| <b>Plant</b>         | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PDM                    | TUNGSTEN METALLIC 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]    |
|                | SAN ANTONIO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                 |
|---------------------------------------------------------------------------|---------------------------------|
| Product - Electrical - Battery - Other - Default                          | Battery was replaced by dealer. |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | replaced alternator             |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default    |                                 |

Briefly summarize why the customer is contacting Chrysler: was advised to call Chrysler about cost assistance.

Briefly summarize what the customer is expecting: cost assistance.  
 Agent spoke to SA Charles he stated he did not tell the customer to call CAC and did not advise owner the alternator should not of failed.  
 Owner stated it was the cashier clerk who told her to call, she did not know her name.

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] 2  
 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? NORTH STAR DODGE 45448.

Reassigned to 88F

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

OUT OF WARRANTY

MVP: None

Ownership history: 2 New 1 Used

Status update provided via email to the following email address:

[REDACTED]  
 My name is Maurice and I have been assigned as your case manager. Here is some information that will be helpful for you to have.

My contact information: 800.763.8422 EXT 66263  
 My hours in the office: 8:00am (MST) 4:00pm (MST)

I will review your case and contact you within 2 business days

End of Status Update

Writer called dealer NORTH STAR DODGE CHRYSLER JEEP 210-249-7500. Writer spoke with Assistant Service Manager Clint. Clint states vehicle is already repaired and paid for on 03/26/2014. Clint states the battery and alternator were replaced. Cost of alternator was \$505.00. Labor: 2 Hours at \$219.30 totaling \$724.30. Clint states that he spoke with the Service Manager Pat about customer s repairs and is willing to do \$100 co-pay for customer. Clint advised dealer will reimburse customer \$624.30

\*OOV: In by time, 6000 miles

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill

Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

#####  
REASSIGNED TO BC/DLR 63 45448 04/01/14 12:25 O 24812848

Writer called customer [REDACTED] Customers expectations: Financial Compensation. Writer advised customer dealer will contact them within the next 2 business days about repair. Writer will follow-up with case on 04/03/2014.

Writer attempted to contact customer, left voicemail with CM Maurice s phone number and extention, informed we would follow up tomorrow. Writer contacted Clint about Warranty claim. Clint states reimbursement is for alternator only. Clint advised writer the warranty claim takes time and should be done around Friday 04/11/2014. Clint advised writer that the customer can call Clint if they have any more questions.

Writer contacted [REDACTED]. Left Message  
Writer contacted [REDACTED] Customer informed writer that they contacted Clint about warranty claim reimbursement and the customer wants writer to close the case.

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

Writer contacted NORTH STAR DODGE CHRYSLER JEEP 210-249-7500. Clint is gone for the day, Writer was told to call back tomorrow by Service Advisor Ed .

Writer contacted NORTH STAR DODGE CHRYSLER JEEP 210-249-7500 spoke with Service Manager Clint. SM stated that the customer has already been reimbursed and the dealership is waiting to be paid by Chrysler.

Writer contacted [REDACTED]. Customer stated that she did receive the reimbursement.

---



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG5  | BH [REDACTED]                    | <b>Open Date</b> | 04/04/2014                           | <b>Built Date</b> | 02/04/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/01/2011 | <b>Mileage</b>                   | 60,700           | <b>Dealer Zone</b>                   | 51                | CHICAGO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PRY        | REDLINE 3 COAT PEARL             |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|               |       |                         |
|---------------|-------|-------------------------|
| <b>Dealer</b> | 67416 | WESTPORT AUTO SALES INC |
|---------------|-------|-------------------------|

|                       |                       |  |  |  |  |  |
|-----------------------|-----------------------|--|--|--|--|--|
| <b>Dealer Address</b> | RURAL ROUTE 2 BOX #39 |  |  |  |  |  |
|-----------------------|-----------------------|--|--|--|--|--|

|                    |               |                     |    |                   |       |  |
|--------------------|---------------|---------------------|----|-------------------|-------|--|
| <b>Dealer City</b> | LAWRENCEVILLE | <b>Dealer State</b> | IL | <b>Dealer Zip</b> | 62439 |  |
|--------------------|---------------|---------------------|----|-------------------|-------|--|

|              |            |                     |        |
|--------------|------------|---------------------|--------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | E-MAIL |
|--------------|------------|---------------------|--------|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                         |                |               |
|-------------------------|----------------|---------------|
| VINCENNES IN [REDACTED] | <b>Country</b> | UNITED STATES |
|-------------------------|----------------|---------------|

|                                                                           |                                                   |
|---------------------------------------------------------------------------|---------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer upset with electrical component failure. |
| Product - Electrical - Battery - Other - Default                          |                                                   |

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

Electrical issue and failures

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

Dodge, Hello, I wanted to see if there are any known issues or recalls on 2011 DODGE Charger Alternators or Batteries or electrical systems. I just got mine out of the shop for its third Alternator and Battery in a three year period. This seems excessive to say the least.

This

vehicle has had a history of electrical anomalies, can you shed more light

on this, or are all the newer chargers having this issue? I would greatly like to discuss this with someone. If you d like a historical listing of

all issues, I can supply that. I was looking at trading this in on a new 2014 Charger, but quite frankly it scares me. I look forward to you help and discussion. Thank you, Brad Laughlin

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

Dear [REDACTED],

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

I am sorry to learn of the concerns raised regarding your vehicle s electrical concerns. I appreciate the time taken to bring this matter to my attention.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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 or contact their regional Business Center.

If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone:



1-800-4A-DODGE (423-6343) or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.

Thank you again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                            |                                    |               |                                      |            |
|-----------------------|----------------------------|------------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG3BH [REDACTED]     | <b>Open Date</b>                   | 04/03/2014    | <b>Built Date</b>                    | 02/10/2011 |
| <b>Model Year</b>     | 2011                       | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 05/16/2011                 | <b>Mileage</b>                     | 39,966        | <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>         | ERB                        | 3.6L V6 24V VVT ENGINE             |               |                                      |            |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |            |
| <b>Dealer</b>         | 44059                      | ADDY'S HARBOR DODGE INC            |               |                                      |            |
| <b>Dealer Address</b> | 4849 HIGHWAY 501           |                                    |               |                                      |            |
| <b>Dealer City</b>    | MYRTLE BEACH               | <b>Dealer State</b>                | SC            | <b>Dealer Zip</b>                    | 29579      |
| <b>Owner</b>          | [REDACTED]                 | <b>Contact Type</b>                | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]                 | <b>Home Phone</b>                  | [REDACTED]    |                                      |            |
|                       | MYRTLE BEACH SC [REDACTED] | <b>Country</b>                     | UNITED STATES |                                      |            |

|                                                                       |                                            |
|-----------------------------------------------------------------------|--------------------------------------------|
| Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default   | Customer feels dealer made false promises  |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Replaced in december                       |
| Product - Brakes - Anti-Lock Brake System - Other - Default           | Vehicle abs lamp flashing, needs replacing |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default         |                                            |

Briefly summarize why the customer is contacting Chrysler: Customer states that vehicle has had multiple issues and that it is not safe for her son to drive and that the ABS system needs work and the battery and alternator went. Customer states that she had spoken with the sales department that her vehicle is not safe for her son to drive and customer feels that she was promised that she would get a fair trade out of current vehicle. Customer states the following that

- General Manager made promise to trade out vehicle with low payments.
- She feels she was lied to when she had learned what new vehicle would cost.
- she is unhappy about service offer to review issues and will not pay another penny on vehicle and states that she wants vehicle fixed for free.
- Made supervisor request.

Briefly summarize what the customer is expecting: Customer is expecting a trade out of vehicle or fix it for free.

Agent advised customer that concerns would be looked into. Agent spoke with SM Jason who states that

- Dec 13th battery and alternator were good willed.
- Vehicle was serviced for recall May of 2013.
- That sales priced new vehicle for customer based off the fact that customer stated her score was in the 700 s and it was found her credit was in the 500 s and that the monthly payments would be much higher then originally anticipated.

Agent and SM discussed further that a diagnosis would be offered to customer to ensure that it is a safe vehicle for customer and that assumptions were made by the sales department. Agent advised customer that concerns against the dealership would be filed as a complaint in the form of a red letter and the dealership has offered to provide a diagnosis free of charge to ensure customer s son s vehicle has no safety issues. Agent advised customer we would not be able to fix vehicle free of charge and informed customer if she would like to discuss concerns

with supervisor that she would be placed in line for a call back within 24 hours and that the dealerships offer to diagnose issues on the vehicle still stands.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: 000-000-0000

Reason for request: Customer customer wants vehicle completely repaired for free or to be given a trade out with amount paid on current vehicle added to new one.

CAIR assigned to: LB546

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

\*\*\*\*SUPERVISOR CONTACT\*\*\*\*

Customer contacted at phone number [REDACTED]. Left message that another attempt would be made 04/07 - 10:30-7:00 ET

\*\*\*\*SUPERVISOR CONTACT\*\*\*\*

Customer contacted at [REDACTED] Left message stating request for supervisor contact is being returned. Advised diagnosis is required. If further assistance is required after diagnosis we can see what we can do in terms of assistance because of repeat issues.

NOTE: previous issues - alternator and M10 ABS/ESC WIRING SAFETY  
05/09/2012 05/26/2012

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

[REDACTED]

|                       |                            |                                   |                  |                                      |                     |               |
|-----------------------|----------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG2                  | CH [REDACTED]                     | <b>Open Date</b> | 04/05/2014                           | <b>Built Date</b>   | 12/13/2011    |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 01/09/2012                 | <b>Mileage</b>                    | 70,000           | <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>         | ERB                        | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                        | 8-SPD AUTO 8HP45 TRANS (BUY)      |                  |                                      |                     |               |
| <b>Dealer</b>         | 45182                      | SUPERIOR DODGE CHRYSLER JEEP      |                  |                                      |                     |               |
| <b>Dealer Address</b> | 1201 EXCHANGE              |                                   |                  |                                      |                     |               |
| <b>Dealer City</b>    | CONWAY                     | <b>Dealer State</b>               | AR               | <b>Dealer Zip</b>                    | 72032               |               |
| <b>Owner</b>          | [REDACTED]                 |                                   |                  |                                      | <b>Contact Type</b> | E-MAIL        |
| <b>Address</b>        | [REDACTED]                 |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | JACKSONVILLE AR [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                                         |
|----------------------------------------------------------------------------|-----------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Customer states alternator was smoking. |
| Dealer - By-Pass - Default - Default - Default                             |                                         |
| Product - Unknown - Unknown - Fire - Engine Compartment                    |                                         |

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

alternator smoking

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

My car started acting like it wanted to die. Then a light came on that said battery saver mode. It was parked for more than 24 hours and someone came and looked at it. When they raised the hood my alternator was extremely hot and smoking so they unplugged it before it caught fire. I have two girls and if my car would have caught on fire with my children in it that would be a very big lawsuit. I expect someone to look into this immediately and resolve this matter. My vin is 2C3CDXBG2CH [REDACTED]

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

Writer tried to contact customer at previous number on file. The phone number the customer provided is not a valid phone number.

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center. We have tried to contact you by phone for more information but the phone number is not valid. We need more information so that we can send this up to the correct department if needed.

1. What is your contact information?

Preferred:

Alternate:

2. What happened?

3. What is the current location of the vehicle?

4. Has the vehicle been repaired?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).



Sincerely,  
Natasha  
Customer Service Representative  
Dodge Customer Assistance Center

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

[REDACTED] Jacksonville Arkansas [REDACTED]

# [REDACTED].  
It is in my driveway and hasn't been fixed. I had someone unplug the alternator it was smoking after being parked for more than a day. Vin # 2C3CDXBG2CH [REDACTED]

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

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

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? alternator was smoking even after being parked for more than a day.

3. What is the current location of the vehicle? [REDACTED]

Jacksonville Arkansas [REDACTED]

As per answer connect id, Fire is defined by the Federal Government as combustion or burning of any material in a vehicle as evidenced by, but not limited to, flame, smoke, sparks, smoldering or melting.

Reassigning 82S

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center. Due to the nature of your concerns we have escalated your case. You should be hearing back from someone within 2-5 business days by phone. Thank you for your patience.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Natasha  
Customer Service Representative  
Dodge Customer Assistance Center

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

\*\*\*\*\*

04.08.14

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

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]  
[REDACTED]

JACKSONVILLE AR [REDACTED]

[REDACTED]

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

4/8/14 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-08-2014 11:23

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-08-2014 11:23

CCRG Open Date: 04/08/2014 09:09:25

Letter Sent: Acknowledgement 04/09/2014 10:44:51

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/14/14 AT 04:20:03 24832337

Letter Sent: Denial 04/15/2014

\*\*\*\*\*

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

[REDACTED]

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer states consequential damages have resulted from vehicle fire as noted below:

- batter saver mode still on
- power seats not working
- audio system won't stay on when in gear

3. What is the current location of the vehicle?

Customer's driveway

[REDACTED]

Jacksonville Arkansas [REDACTED]

What happened? alternator was smoking even after being parked for more than a day.

\*\*\*\*\*

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

Dealer - By-Pass



\*\*\*\*\*

04.30.14

Customer called back to discuss letter of denial.

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

5/1/14 UPDATED CCRG FILE & CASE MANAGER. PAG \_

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

[REDACTED]

|                      |                         |                                  |               |                                      |            |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG4 CH [REDACTED] | <b>Open Date</b>                 | 04/04/2014    | <b>Built Date</b>                    | 02/20/2012 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 02/20/2012              | <b>Mileage</b>                   | 52,000        | <b>Dealer Zone</b>                   | 66 ORLANDO |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PDM                     | TUNGSTEN METALLIC 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]    |
|                | CLEVELAND TN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                               |
|---------------------------------------------------------------------------|-----------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | alternator needs replaced                     |
| Product - Electrical - Unknown - Other - Default                          | customer not sure whats wrong                 |
| Corporate - Warranty Coverage - Default - Default - Default               | customer wanted to know what coverage she had |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default      | not diagnosed                                 |

Briefly summarize why the customer is contacting Chrysler: Customer called in looking to see what kind of coverage she had on her vehicle. Customer states that car would not start so she took to an IRF who tested battery and said it was fine. Customer believes it may be the alternator, and wanted to know if alternator is covered. Customer advised alternator falls under the 3/36 and customer is beyond that and wanted to know if we would provide any assistance. Agent advised that until vehicle is diagnosed we cannot offer or consider any cost assistance. Customer states she also has check engine light on and wanted to know if there was coverage for that, agent advised yes of the 5/100 for the power train warranty.

Briefly summarize what the customer is expecting: Some cost assistance and to know warranty coverage.

Reassigned to sg893

no diagnosis

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

Survey By Pass - No Diagnosis

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

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

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

Briefly summarize why the customer is contacting Chrysler: Customer states she called in last week and was told at that time, to call back after she has a diagnosis, and then she can request assistance.

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

Agent contacted DLR, spoke to SM Jason, and was verified the Alternator is not putting out enough voltage, and making a winding noise, recommendation is to replace the alternator, estimated cost of repair is \$750.00.

SA states he is willing to offer \$100.00 discount to the customer, customer has no loyalty to the DLR.

Agent advised customer the DLR is offering \$100.00 off the cost of the repair, and that is what can be offered to her.

Customer states this is a high end vehicle, they do their part in maintaining vehicle, and this should not have happened at 54,000 miles.

Customer states they owned a town and country in past and had problems

with that also.

Customer states the DLR told her it is up to Chrysler if they will assist in repair.

Agent advised customer, since the DLR has agreed to assist in offering \$100.00 off the repair, we stand behind this offer.

Customer is demanding to speak to a supervisor.

Agent advised customer the Supervisor will advise her of the same information.

Customer again demanded supervisor.

Agent advised customer of a one day call back procedure and a call back request will be put into have a supervisor contact her.

\*\*\*\*\*GOOD WILL DECLINED\*\*\*\*\*

-2nd owner

-no brand loyalty

- out of warranty by time and mileage.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

referred evening number: [REDACTED]

Reason for request: unhappy with decision of good will decline/\$100 DLR

co-pay

CAIR assigned to: KB805

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

WIFE Connie is caller\*\*\*\*\*

\*\*\*SUPERVISOR CALLBACK\*\*\*

CUSTOMER CONTACT - DIALED [REDACTED] Writer left message for customer. Writer explained that I would be unable to provide any additional assistance, that we stand behind our dealer's decision of offering a co-pay option / deductible offer of \$100. Writer explained that the customer is welcome to contact us back if she has questions however we would not be changing the decision offered.

---

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

[REDACTED]

|                      |            |                                    |                  |                                       |                   |            |
|----------------------|------------|------------------------------------|------------------|---------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL5CT4  | BH [REDACTED]                      | <b>Open Date</b> | 04/07/2014                            | <b>Built Date</b> | 03/08/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDP48           | DODGE CHARGER R/T RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 06/09/2011 | <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>        | EZH        | 5.7L V8 HEMI MDS VVT ENGINE        |                  |                                       |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                       |                   |            |

|                       |                         |                     |    |                     |               |  |
|-----------------------|-------------------------|---------------------|----|---------------------|---------------|--|
| <b>Dealer</b>         | 64977                   | GATOR CHRYSLER INC  |    |                     |               |  |
| <b>Dealer Address</b> | 200 E NASA BLVD         |                     |    |                     |               |  |
| <b>Dealer City</b>    | MELBOURNE               | <b>Dealer State</b> | FL | <b>Dealer Zip</b>   | 32901         |  |
| <b>Owner</b>          | [REDACTED]              |                     |    | <b>Contact Type</b> | TELEPHONE     |  |
| <b>Address</b>        | [REDACTED]              |                     |    | <b>Home Phone</b>   | [REDACTED]    |  |
|                       | MELBOURNE FL [REDACTED] |                     |    | <b>Country</b>      | UNITED STATES |  |

|                                                                       |                        |
|-----------------------------------------------------------------------|------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator replacement |
| Product - Electrical - Battery - Other - Default                      | Battery shut off       |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default         |                        |

Resigned to BR379U No diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer stated last Friday the vehicle shut off. Customer stated they brought the vehicle to an IRF. Customer stated they diagnosis the vehicle as it needs a new alternator and battery. Customer stated the IRF can not find an alternator for the vehicle. Agent advised customer that the vehicle would need to be brought the DLR for diagnosis and part orders. Customer stated they do not want to bring the vehicle to a DLR because it is already at an IRF. Agent advised customer that assistance would be provided if the vehicle is brought to a Chrysler Dodge Jeep or Ram DLR.

Briefly summarize what the customer is expecting: Customer seeking Alternator part.

Customer calling requesting where the part for the repair is, agent advised the customer that she would have to contact her IRF due to there is no information about the part that was ordered. Agent called the parts department and spoke to eddie. PA states the person who has that information is not in. Agent advised we have the information all agent needs is Part#. PA states that he cannot help and disconnects the phone. Agent advised customer customers states she will just continue to work with the DLR herself.

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

[REDACTED]

|                      |            |                                    |                  |                                       |                   |            |
|----------------------|------------|------------------------------------|------------------|---------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL5CT4  | BH [REDACTED]                      | <b>Open Date</b> | 04/08/2014                            | <b>Built Date</b> | 03/08/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDP48           | DODGE CHARGER R/T RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 06/09/2011 | <b>Mileage</b>                     | 68,000           | <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>        | EZH        | 5.7L V8 HEMI MDS VVT 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]    |
|                | MELBOURNE FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                        |
|-----------------------------------------------------------------------|------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator replacement |
| Product - Electrical - Battery - Other - Default                      | Battery shut off       |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default       |                        |

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

Dodge Charger Piece of Crap

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

the battery shorted out and fried my altenator in the process, I had no indication that there was an issue, my car lost all power at 11 pm driving

down the road, as a single female I was not happy to say the least, I have had several issues with this vehicle since purchase and will never purchase a dodge vehicle again and warn anybody else from doing so. My mechanic cannot get a alternator until 04/09? why are these parts not readily available?

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

Dear [REDACTED]

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

I am sorry to learn of the concerns raised regarding your vehicle s electrical system. I appreciate the time taken to bring this matter to my attention.

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 Chrysler Group Customer Care Center by telephone at 1-800-4A-DODGE (423-6343).

Thank you again for your email [REDACTED].

Sincerely,

Jeff

Customer Service Representative  
Dodge Customer Assistance Center

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



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

[REDACTED]

|                       |                             |                                  |                  |                                      |                     |               |
|-----------------------|-----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG3                   | CH [REDACTED]                    | <b>Open Date</b> | 04/09/2014                           | <b>Built Date</b>   | 11/24/2011    |
| <b>Model Year</b>     | 2012                        | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 11/25/2011                  | <b>Mileage</b>                   | 38,000           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES   |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8                         | BLACK CLEAR COAT                 |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                         | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 45292                       | MOSS BROS. CHRYSLER JEEP DODGE   |                  |                                      |                     |               |
| <b>Dealer Address</b> | 27810 EUCALYPTUS AVE        |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | MORENO VALLEY               | <b>Dealer State</b>              | CA               | <b>Dealer Zip</b>                    | 92555               |               |
| <b>Owner</b>          | [REDACTED]                  |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                  |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | MORENO VALLEY CA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                           |                            |
|---------------------------------------------------------------------------|----------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Vehicle will not star      |
| Corporate - CNA Change - Default - Default - Default                      | address and phone verified |
| Corporate - E-Reimbursement - Default - Default - Default                 |                            |
| Corporate - Reimbursement - Default - Default - Default                   |                            |

Briefly summarize why the customer is contacting Chrysler: Customer called in and stated that vehicle was at the dealer for 2 weeks for the alternator and the battery. Customer was informed by our dealer that nothing was wrong with the vehicle as battery and alternator began to work. Customer picked up their vehicle 2 days ago and now the vehicle cannot be move. Customer has an appointment today regarding the alternator. Writer called dealer and spoke with SM Greg, SM stated that from previous information on case # [REDACTED] the alternator was not rebuild it was only open from another place but not rebuild. SM stated that customer has an appointment today. Writer informed dealer that we will follow up with dealer tomorrow to obtain an update on our customer s concerns.

Briefly summarize what the customer is expecting: Customer is expecting to have her vehicle repair

Who has possession of the vehicle? Customer

Has an authorized dealer diagnosed the vehicle? Yes

If a CDJR dealer has diagnosed, what is the dealer name and code? 49944 / MARTY FRANICH CDJ/EAN HOLDING 49

Preferred Morning/Midday call back number is: [REDACTED]

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates: [REDACTED]

\*\*\*\*\* CASE MANAGER TEAM - District 1 U \*\*\*\*\*

Writer advised customer that once vehicle is taken to the dealer we will contact our dealer tomorrow to obtain an update on the diagnosis and will follow up with customer tomorrow 04/10/2014.

CONTACT UPDATE - 1st Contact attempt, customer contact us as per lines 1-25

Status update provided via email to the following email address:

[REDACTED]

Mi nombre es Lupe y se me ha asignado el caso para resolver su problema.

Le informo que su n mero de caso es: [REDACTED]

El n mero de tel fono del Departamento de Atenci n al Cliente de Chrysler es: 1- 800-763-8422. Mi n mero de extensi n es: 66200.



Mis horas de trabajo son: 8:00am 4:30 PM EST, Lunes a Viernes.  
Yo le llamar de vuelta en cuanto haya conversado con el Gerente del Departamento de Servicio y verificado su informaci n respecto al diagnostico de su veh culo. Le agradezco su paciencia mientras tratamos de resolver este problema.  
De antemano le agradecemos el tiempo que tom en hacernos saber de este problema.

End of Status Update

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

Here is some information that may be helpful for you:

Your case number: [REDACTED]

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

My extension is: 66200

My work hours are: 8:00 to 4:30 PM EST, Monday-Friday.

I will be in contact with you as soon as I review the diagnosis of your vehicle with the service manager at the local dealership. Thank you for your patience while we attempt to resolve this problem for you.

Writer called dealer and spoke SA Rick, who stated that they do not show an appointment schedule for our customer.

Writer called customer at [REDACTED], writer left a message and stated that if we don t hear from customer today we will follow up with customer tomorrow 04/11/2014.

Writer called customer at [REDACTED], writer asked customer if vehicle was taken to the dealer regarding their issues. Customer stated that they took her vehicle to MOSS BROS CHRYSLER DODGE JEEP and vehicle has been repair for the Alternator. Customer stated that they were charged for the battery in the amount of \$200. Customer will like to see if we can assist customer on towing assistance and on the battery. Writer stated that we are more than happy to review their request and asked customer for the repair order and prove of payment for towing and battery repair. Writer stated that we will send a link to their email and once document are receive we will follow up with customer no later than Tuesday 04/15/2014.

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

[REDACTED] on 2014-04-11 @ 13:30

Writer called customer at [REDACTED], writer left a message informing customer that we are still waiting for documents and if they have not to please send us the documents for review. Writer stated that we will follow up with customer no later than Thursday 04/17/2014.

Writer called customer at [REDACTED], writer left a message and stated that if we don t hear from customer today we will follow up with customer on Tuesday 04/22/2014.

Writer called customer at [REDACTED], writer left a message stating that we have not received any document for review. Writer stated that we will be leaving this case open until Thursday 04/24/2014 and if don t hear from customer we will be closing this case.

Customer called and stated that she was not able to send the documents as the link was only good for 7 days. Customer requested to be provided with a fax number to send her documents for reimbursement. Writer provided our fax number as 801-736-3929.

Writer stated that we will follow up with customer once we received documents.

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

lv162@chrysler.com on 2014-04-25 @ 16:17

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

Writer contacted Dealer 45292, Service Advisor Allen at 951-486-9288.

Writer informed SA Allen that writer has received a tow bill from customer [REDACTED] but it did not include a CAIR# or VIN, and the phone number on it does not appear in the system. SA Allen states the last 8 numbers of the VIN is ch [REDACTED].

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

NS705@Chrysler.com on 2014-04-26 @ 14:25

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

Customer Document Reviewed.

Writer called customer at [REDACTED], writer confirm with customer the documents that we received, and customer stated that her expectation is to be reimburse that whole amount. Writer informed customer that as a one-time goodwill gesture, Chrysler will reimburse customer the amount of \$235.95 dollars to participate in the repair of the battery and towing assistance. Customer has been notified about the resolution given to her case. Customer has agreed to reimbursement amount. Owner verified current

mailing address. Writer advised customer that a check will be mailed out as soon as possible. Writer advised she should receive it within 7-10 business days from the moment the check is approved and processed. Writer invited customer to contact Dodge back if there are any questions or any other needs in the future.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?  
reimbursement

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

No

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

No

Enter the Mileage at the time of the repair.

38,900

Enter the Date when the repairs were completed.

04/10/2014

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

N/A

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

N/A

What is the total Tax to be reimbursed?

N/A

What is the total amount being reimbursed?

\$235.95

\*\*\*\*End structured narrative T2 - eReimbursement

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

---

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

[REDACTED]

|                       |                        |                                   |                  |                                      |                     |                         |
|-----------------------|------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG1              | CH [REDACTED]                     | <b>Open Date</b> | 04/10/2014                           | <b>Built Date</b>   | 01/12/2012              |
| <b>Model Year</b>     | 2012                   | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 07/13/2012             | <b>Mileage</b>                    | 30,000           | <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>         | ERB                    | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |                         |
| <b>Transmission</b>   | DFG                    | 8-SPD AUTO 8HP45 TRANS (BUY)      |                  |                                      |                     |                         |
| <b>Dealer</b>         | 24100                  | HUNTINGTON BEACH CHRYSLER JEEP    |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 16701 BEACH BLVD       |                                   |                  |                                      |                     |                         |
| <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]              |
|                       | ALTADENA CA [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                               |                        |
|---------------------------------------------------------------|------------------------|
| Corporate - Roadside Services - Default - Default - Default   | Roadside inquiry       |
| Product - Unknown - Unknown - No Start - Default              | vehicle will not start |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                        |

Briefly summarize why the customer is contacting Chrysler: Customer states the battery saver mode light came on and the vehicle stalled. Customer states the vehicle will not start back up. Agent researched and seen as per the age and mileage the customer provided he is still under warranty and connected customer to April at Roadside for further assistance.

Briefly summarize what the customer is expecting: Customer is expecting assistance to get his vehicle to the dealership.  
reassign to PG725  
no diagnosis

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

[REDACTED]

|                       |                           |                                  |                  |                                      |                     |               |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG2                 | CH [REDACTED]                    | <b>Open Date</b> | 04/10/2014                           | <b>Built Date</b>   | 02/09/2012    |
| <b>Model Year</b>     | 2012                      | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 02/29/2012                | <b>Mileage</b>                   | 43,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PRY                       | REDLINE 3 COAT PEARL             |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 66933                     | NEUWIRTH MOTORS INC              |                  |                                      |                     |               |
| <b>Dealer Address</b> | 219 S.COLLEGE RD          |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | WILMINGTON                | <b>Dealer State</b>              | NC               | <b>Dealer Zip</b>                    | 28406               |               |
| <b>Owner</b>          | [REDACTED]                |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | MIDWAY PARK NC [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                    |
|----------------------------------------------------------------------------|--------------------|
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Alternator melted. |
| Corporate - CNA Change - Default - Default - Default                       | Updated address    |

Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicle melted. Customer stated that the DLR informed them that the alternator that the needed to be replaced. Customer stated that they took off the alternator themselves and took it to an IRF. Customer stated that the IRF informed them that the alternator was melted. Customer stated that he is going to get the vehicle repaired at an IRF.

Briefly summarize what the customer is expecting: Customer is seeking concerns documented.

Agent advised customer that the agent will document the call and that corporate does review all cases. Agent advised customer that if they do decide to put a recall out on this issue to keep all receipts and he would be able to put in for reimbursement at that time. Agent inquired if the customer was going to get an alternator from a DLR. Customer stated that he was not going to.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                            |                                   |                  |                                      |                     |               |
|-----------------------|----------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG8                  | CH [REDACTED]                     | <b>Open Date</b> | 04/10/2014                           | <b>Built Date</b>   | 08/26/2011    |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 08/26/2011                 | <b>Mileage</b>                    | 50,100           | <b>Dealer Zone</b>                   | 42                  | DETROIT       |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT           | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PS2                        | BRIGHT SILVER METALLIC CLEAR COAT |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |               |
| <b>Dealer</b>         | 44254                      | BOB CALDWELL CHRYSLER JEEP DODGE  |                  |                                      |                     |               |
| <b>Dealer Address</b> | 1888 MORSE RD              |                                   |                  |                                      |                     |               |
| <b>Dealer City</b>    | COLUMBUS                   | <b>Dealer State</b>               | OH               | <b>Dealer Zip</b>                    | 43229               |               |
| <b>Owner</b>          | [REDACTED]                 |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                 |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | REYNOLDSBURG OH [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                             |                                                         |
|-------------------------------------------------------------|---------------------------------------------------------|
| Product - Electrical - Park Assist System - Other - Default | Customer states headlight assembly needs to be replaced |
|-------------------------------------------------------------|---------------------------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer states they need a new headlight assembly. Customer is asking if there is a recall for the wiring harness. Customer wants goodwill for the repair  
 Briefly summarize what the customer is expecting: Customer expects the repair to be paid for by Dodge

Agent advised the customer due to mileage we could not provide cost assistance. Agent advised we would contact the dealer to seek goodwill. Agent spoke to GM Doug who stated that they would not be willing to provide goodwill. GM stated they had previously provided goodwill to the customer with a new battery and an alternator. GM states they have done enough and since the customer is out of warranty the repair will be the customers responsibility. Agent advised the customer of GM statements. Customer was irate with goodwill decline and demanded a supervisor callback

Customer has requested Supervisor callback

Preferred daytime number [REDACTED]

Reason for request: Customer is unhappy with the goodwill decline

CAIR assigned to: SW722

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

\*\*\*Supervisor Callback [REDACTED]\*\*\*

SW722 attempted to call customer back but had to leave a voicemail.

Writer will attempt again next business day.

\*\*\*\*\*

\*\*\*Supervisor Callback [REDACTED]\*\*\*

SW722 attempted to call customer back but had to leave a voicemail.

Writer will attempt again next business day.

\*\*\*\*\*

\*\*\*Supervisor Callback [REDACTED]\*\*\*

SW722 attempted to call customer back but had to leave a voicemail.

Writer advised that he would be closing the case.

\*\*\*\*\*

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG7  | BH [REDACTED]                    | <b>Open Date</b> | 04/12/2014                           | <b>Built Date</b> | 03/17/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/02/2011 | <b>Mileage</b>                   | 78,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT 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] |
|----------------|------------|-------------------|------------|

|                           |                |               |
|---------------------------|----------------|---------------|
| CLARKSVILLE TN [REDACTED] | <b>Country</b> | UNITED STATES |
|---------------------------|----------------|---------------|

|                                                               |                                                               |
|---------------------------------------------------------------|---------------------------------------------------------------|
| Product - Brakes - Unknown - Other - Unknown                  | states the ABS and traction light comes on and vehicle stalls |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                                                               |

Briefly summarize why the customer is contacting Chrysler: Customer states that she is not pleased with this vehicle. Customer states that while driving the other day the ABS and traction light came on and the vehicle stalled. Customer states that she had the vehicle towed to the nearest DLR and was advised that it may be her battery. Customer states that she replaced the battery and the DLR tested the altanator and everything came back clear. Customer states that she went back home and today while driving down the highway the ABS light came on and the vehicle stalled again.

Briefly summarize what the customer is expecting: Customer seeking information as to what is wrong with her vehicle. Customer seeking recall information.

Agent advised customer that agent is unaware as to why this is happening. Agent advised customer that she will need to bring her vehicle to a local CDJR dealership to have the vehicle diagnosed. Agent advised customer that if for any reason this is a re-occurring recall issue the repairs will be completed as a re-occurring issue. Agent advised customer that if the diagnosis determines it may be from another issue not the recall she may be charged for a diagnosis. Customer understood but was not happy. Re-assign to BR379

No diagnosis  
Survey by-pass

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                    |               |                                      |            |
|-----------------------|-------------------------|------------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG6 BH [REDACTED] | <b>Open Date</b>                   | 04/13/2014    | <b>Built Date</b>                    | 02/05/2011 |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 09/19/2011              | <b>Mileage</b>                     | 34,544        | <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>         | ERB                     | 3.6L V6 24V VVT ENGINE             |               |                                      |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |            |
| <b>Dealer</b>         | 64977                   | GATOR CHRYSLER INC                 |               |                                      |            |
| <b>Dealer Address</b> | 200 E NASA BLVD         |                                    |               |                                      |            |
| <b>Dealer City</b>    | MELBOURNE               | <b>Dealer State</b>                | FL            | <b>Dealer Zip</b>                    | 32901      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>                | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                  | [REDACTED]    |                                      |            |
|                       | MALABAR FL [REDACTED]   | <b>Country</b>                     | UNITED STATES |                                      |            |

|                                                                           |                                     |
|---------------------------------------------------------------------------|-------------------------------------|
| Referral - Other - Default - Default - Default                            | Seeking to be connected to roadside |
| Product - Unknown - Unknown - No Start - Default                          | Vehicle not starting                |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default |                                     |
| Product - Electrical - Battery - Complete Failure - Default               |                                     |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to be connected with roadside assistance.  
 Briefly summarize what the customer is expecting: Customer is expecting to be connected with roadside assistance. Agent confirmed the customer has towing assistance and transferred the customer as per his request. Customer called stating that someone from roadside assistance came and they tried to jump start the vehicle. Customer states they couldn't get the vehicle to start, only the electronics came on. Customer states the language was displayed in German and not English. Agent advised due to us not being tech trained we are unable to diagnose the vehicle over the phone. Agent advised we can get him over to roadside again to request a tow. Customer agreed. Customer seeking rental. Agent advised customer that we are unable to look into any rental until the vehicle has been diagnosed. Customer understood. Agent transferred customer to roadside agent LD who assisted customer further.

Customer's name: [REDACTED].  
 Briefly summarize why the customer is contacting Chrysler: grandson Boris calling wants to file complaint about the problems with the vehicle. Owner feels there will be more issues with the vehicle and the warranty will expire and need more work. Owner also wanted to complain that he needed an oil change and had to pay for it, and thought his MVP contract still had another oil change left. Owner stated the vehicle needed an alternator and battery. Previous repair was for the PCM and cruise control. Briefly summarize what the customer is expecting: Agent spoke to SA Mike had no power, the alternator took out battery, also the vehicle needed a cabin filter and oil change. SA advised owner did not want to pay for oil change and wants the oil change paid for due to all the issues with the vehicle. Customer advised a call back is required and will take place within one business day by COB their time. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED].

Customer email address for case updates: [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? GATOR

CHRYSLER 64977

Reassigned to 88F

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

Status update provided via email to the following email address:

[REDACTED]  
My name is Elizabeth & I have been assigned as your case manager. Here is some information that will be helpful for you to have. Your case number is [REDACTED]. Dodge Case Management telephone number is 1-800-763-8422. My direct extension is 66343. My work hours are 11:00-7:30 p.m.

Monday through Friday.

I will contact you by telephone to review your case with you.

I am currently researching your case and will be contacting you by telephone to review it with you.

Thank you for contacting the Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

End of Status Update

CONTACT UPDATE - 1st Contact attempt by email.

CM will follow up by call to customer on 4.17.2014.

CM will follow up with customer in a.m. of 4/18/2014; Too late to call Florida, 7:15 p.m. MST currently.

CM Called Dealer 64977 at 321-724-6611 and spoke to SA Jane; she stated that Dave was SM to speak to or Mike SA regarding this vehicle. She stated that mileage was 34,544 on 4.14 when vehicle was last in service department. She declined to give any other specifics on diagnosis. She stated that both SM and SA would be back in on Monday 4.21.2014. CM called at 3:30p.m. MST.

CM Called Customer at [REDACTED] and machine answered that voicemail box was not set up yet.

CM called Customer at [REDACTED] and left message for [REDACTED] or Boris James with my contact information and work times. CM called @ 3:40 p.m. MST.

CM Called Dealer 64977 at [REDACTED] and left voicemail for Dave SM asking mileage, vehicle status update. CM called 4:35 p.m.MST.

CM called Customer for Update at [REDACTED] and recording says that this number has a voicemail that has not been set up yet.

Email Contact sent to Customer at [REDACTED];

Status update provided via email to the following email address:

[REDACTED]  
Hello [REDACTED] and [REDACTED], Tried several times to reach you at both phone numbers [REDACTED] and [REDACTED] 1 and was not able to leave a voicemail message at either number. Please contact me so that we can work together to get your vehicle repaired for you. My name is Elizabeth and I have been assigned to your Case# [REDACTED]. I am in the office from 11 a.m. to 7:30 p.m. MST on Monday through Friday. We appreciate you being a loyal part of the Dodge family and I look forward to your call. Hope that you had a very nice Easter holiday. Elizabeth at Dodge Customer Care 1-800-763-8422 extension 66343.

End of Status Update

Follow up in 5 days on 4.28.2014.

Dealer called CM and left a message before my shift today regarding customer s vehicle.

CM returned call to Dave SM at Dealer 64977 and left a voicemail asking status of vehicle.

Writer is contacting dealership at 321-724-6611. Writer spoke with SA Dave. SA states the vehicle needed a new alternator and battery, replaced under warranty. SA states there was an update performed, and an oil change. SA states the repairs were completed on 04/14/2014.

Writer is contacting customer at [REDACTED] Phone did not ring.

Writer attempted phone number [REDACTED]. Attempted to leave voicemail, but line self disconnected.

Status update provided via email to the following email address:

[REDACTED]  
I am attempting to contact you in regard to the repairs you recently had on your vehicle. If you are satisfied with the repairs you do not need to contact me, and your case will close in two days. If you have any

questions, please feel free to contact your case manager, Elizabeth at  
800-763-8422, ext. 66343.  
End of Status Update  
CLOSED LOOP UPDATE - no need for additional follow-up.

---



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

[REDACTED]

|                       |                      |                              |                  |                                      |                     |               |
|-----------------------|----------------------|------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG3            | CH [REDACTED]                | <b>Open Date</b> | 04/15/2014                           | <b>Built Date</b>   | 05/31/2012    |
| <b>Model Year</b>     | 2012                 | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 06/30/2012           | <b>Mileage</b>               | 56,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS        |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PDM                  | TUNGSTEN METALLIC CLEAR COAT |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                  | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |               |
| <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>   | [REDACTED]    |
|                       | FORNEY TX [REDACTED] |                              |                  |                                      | <b>Country</b>      | UNITED STATES |

Recall - M30: REPROGRAM PCM AND TCM -

REPROGRAM PCM AND TCM

Briefly summarize why the customer is contacting Chrysler: Customer calling because they have the M30 recall and want to get it completed. Customer states that he had his alternator and battery burn up without any warning lights coming on. Customer had the vehicle to dlr 45100 for the repair but no record is on file for it but he has the written repair notice. Customer wants to know if this recall could of caused that to happen.

Briefly summarize what the customer is expecting: Customer is expecting to get the recall completed.

Agent advised: Agent informed customer of the details of the recall and that it could possibly relate to the issue he had but that would have to be confirmed by a dlr. Agent warm transferred customer to Dc in service at Richard Noes dlr to get an appointment booked. Customer thanked agent and had appointment booked.

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

[REDACTED]

|                      |            |                              |                  |                                          |                   |            |
|----------------------|------------|------------------------------|------------------|------------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXHG1  | CH [REDACTED]                | <b>Open Date</b> | 04/16/2014                               | <b>Built Date</b> | 12/06/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                  | LDDS48           | DODGE CHARGER RALLYE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/20/2012 | <b>Mileage</b>               | 45,000           | <b>Dealer Zone</b>                       | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                        | US                |            |
| <b>Color</b>         | PX8        | PITCH BLACK                  |                  |                                          |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE       |                  |                                          |                   |            |
| <b>Transmission</b>  | DFG        | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                          |                   |            |

|                |                            |                     |               |
|----------------|----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |
|                | OAKLAND PARK FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                  |
|---------------------------------------------------------------------------|----------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator burned out in vehicle |
| Product - Electrical - Battery - Defective - Default                      | Battery shorted                  |

\*\*\*\*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 the alternator and battery have failed in the vehicle.

Briefly summarize what the customer is expecting: Customer was expecting assistance with the replacement of the alternator and battery in the vehicle.

Agent telephoned the dealership (45426) and spoke with Jay, SA who indicated that the vehicle needed an alternator and battery in the amount of \$1270.26.

Jay, SA transferred agent to Peter, Parts Manager who would look into the customer receiving a discount for the parts.

Peter, Parts Manager indicated that the customer would receive a call regarding a possible discount for the alternator and battery that was needed for the vehicle.

Agent advised the customer of this information and would wait for the call.

Agent updated COIN dealership (45426).

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

[REDACTED]

|                       |                             |                                  |                  |                                      |                     |            |
|-----------------------|-----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|------------|
| <b>VIN</b>            | 2B3CL3CG4                   | BH [REDACTED]                    | <b>Open Date</b> | 04/17/2014                           | <b>Built Date</b>   | 02/19/2011 |
| <b>Model Year</b>     | 2011                        | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |            |
| <b>In Service Dt</b>  | 03/11/2011                  | <b>Mileage</b>                   | 68,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS     |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |            |
| <b>Color</b>          | PSC                         | BILLET METALLIC CLEAR COAT       |                  |                                      |                     |            |
| <b>Engine</b>         | ERB                         | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |            |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |            |
| <b>Dealer</b>         | 44968                       | WESTSTAR CHRYSLER DODGE JEEP     |                  |                                      |                     |            |
| <b>Dealer Address</b> | 403 EAST I-20 FRONTAGE ROAD |                                  |                  |                                      |                     |            |
| <b>Dealer City</b>    | MONAHANS                    | <b>Dealer State</b>              | TX               | <b>Dealer Zip</b>                    | 79756               |            |
| <b>Owner</b>          | [REDACTED]                  |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]                  |                                  |                  |                                      | <b>Home Phone</b>   |            |
|                       | KERMIT TX                   | [REDACTED]                       | <b>Country</b>   | UNITED STATES                        |                     |            |

Product - Electrical - Ignition System - Intermittent or Inoperative - Default

engine stalled new battery died

Briefly summarize why the customer is contacting Chrysler The customer contacted Chrysler because her vehicle first would not start so the battery was replaced then 2 days later the vehicle died going down the highway losing all power steering and brakes as well. The vehicle was towed to the nearest dealership but the SA said they could not diagnosis the vehicle for 3-4 weeks. The customer needs a rental. and has a service contract.

Briefly summarize what the customer is expecting The customer expects to get a rental and to have her vehicle repaired.

The agent advised the customer that she would need to contact the dealership for more information. The SA confirmed the vehicle was there and that they would not be able to diagnosis it for 3-4 weeks and did not have any rentals. The SA also said there was no keys left with the vehicle and contacted the customer for the number of the tow truck driver to get the keys.

The agent then contacted Mopar service contracts who would cover first day but not for that length of time and would actually also need a diagnosis.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates:

Who has possession of the vehicle? dealership

Has the vehicle been diagnosed by a CDJ dealer: no the SA said it would be 3-4 weeks before they could diagnosis the vehicle.

If a CDJ dealer has diagnosed, what is the dealer name or code 44968

WESTSTAR CHRYSLER DODGE JEEP 432-943-4316

Reassigned to 88F

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

OOW by 1 month and 32000 miles

Current owner-1 new 1 used vehicle in house hold

MVP- CERTIFIED ADDED CARE PLUS - 7 YRS / 100,

Writer contacted customer. Writer advised that customer that if he was to go and receive a rental and pay out of pocket until there is a diagnosis, and writer can look into possibilities for reimbursement but no promises



and also can look into covering rental after a diagnosis has been made. Customer agreed. Customer also wants to make sure that his service contract will cover the concern with the vehicle, writer advised the customer that the service contract will be researched and contacted back on Tuesday April 22nd to discuss the SC, and will contact again on Friday April 25th along with the DLR in regards to the diagnosis, customer agreed.

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

[REDACTED]

Writer contacted customer. Customer states that he spoke with the dealership this morning and they advised him that it could possibly be the alternator. Customer also states that his keys are now missing. Customer wanted to know if it is the alternator if the SC will cover it, writer stated writer will look into it and follow up with the customer on Thursday April 24th.

DEALER CONTACT: Writer spoke with SA Tyron. SA stated that absolutely this customer's vehicle needs to be repaired, but the dealership can not find the keys for the vehicle. Tow company stated they left the keys in the cup holder inside the vehicle due to dropping the vehicle off after hours. SA stated that the price of the keys to be cut is \$180, also he believes it is the alternator that needs repaired. SA asked writer to ext and name and to give him about an hour to get more information and he will contact writer back, writer agreed.

NEXT STEP: When speaking to SA or SM advise that Chrysler will pay for the keys.

Writer received a voicemail from SA Tyron advising writer that he will have Key fobs tomorrow.

DEALER CONTACT: Writer spoke with Steve the operations manager, Steve advised writer that at this time they are reprogramming keys now, and will have SM Tyron contact writer regarding other repairs.

DEALER CONTACT: Writer spoke with SM Tyron. SM stated that the keys have been made and he can not allow the customer to pay for someone else's mistake. Writer asked SM for total price of the keys, SM stated he will get that information and contact writer back.

DEALER CONTACT: SM Tyron contacted writer. SM stated that the pricing for the keys are as follows. Fob-\$149.00

Key- \$31.25

1 hour of programming at \$110.00/hr

Total: \$290.25.

Writer advised SM that if SM will send writer the documents stating how much that keys are writer will send a check to the dealership, SM agreed and provided writer with e-mail address.

Writer contacted dealership at 432-943-8721. Just got busy signal. Writer contacted customer at [REDACTED]. Writer advised customer writer is not able to see if the documents have been received but the CM will contact back on 5/5/2014.

Writer contacted customer at [REDACTED]. Writer advised that the customer's case was still being reviewed. Customer alleged that his vehicle had been repaired and returned to him, and that CAC had covered the repair. Writer advised that the customer's CM would follow up with him no later than 5/7/14 to make sure that the repairs were to his satisfaction.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$180.25

Labor = \$110.00

Total = \$290.25

Co-pay = \$0.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

DM Notes Added.

CUSTOMER CONTACT-[REDACTED]

Customer confirmed that they are satisfied with the repairs. Writer

advised that the case will be closed. Customer agreed.

---



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

[REDACTED]

|                      |                         |                                  |               |                                      |               |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|---------------|
| <b>VIN</b>           | 2B3CL3CG7 BH [REDACTED] | <b>Open Date</b>                 | 04/18/2014    | <b>Built Date</b>                    | 02/01/2011    |
| <b>Model Year</b>    | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |               |
| <b>In Service Dt</b> | 03/30/2011              | <b>Mileage</b>                   | 36,290        | <b>Dealer Zone</b>                   | 35 WASHINGTON |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US            |
| <b>Color</b>         | PSC                     | BILLET METALLIC CLEAR COAT       |               |                                      |               |
| <b>Engine</b>        | ERB                     | 3.6L V6 24V VVT ENGINE           |               |                                      |               |
| <b>Transmission</b>  | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |               |

|               |       |                          |
|---------------|-------|--------------------------|
| <b>Dealer</b> | 23245 | NEWARK CHRYSLER JEEP INC |
|---------------|-------|--------------------------|

|                       |                        |  |  |  |  |
|-----------------------|------------------------|--|--|--|--|
| <b>Dealer Address</b> | 244 EAST CLEVELAND AVE |  |  |  |  |
|-----------------------|------------------------|--|--|--|--|

|                    |        |                     |    |                   |       |
|--------------------|--------|---------------------|----|-------------------|-------|
| <b>Dealer City</b> | NEWARK | <b>Dealer State</b> | DE | <b>Dealer Zip</b> | 19711 |
|--------------------|--------|---------------------|----|-------------------|-------|

|              |            |                     |     |
|--------------|------------|---------------------|-----|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | FAX |
|--------------|------------|---------------------|-----|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                      |                |               |
|----------------------|----------------|---------------|
| COLORA MD [REDACTED] | <b>Country</b> | UNITED STATES |
|----------------------|----------------|---------------|

|                                                             |                                                               |
|-------------------------------------------------------------|---------------------------------------------------------------|
| Corporate - Roadside Services - Default - Default - Default | Customer is requesting Chrysler to pay for the cost of towing |
| Corporate - Reimbursement - Default - Default - Default     |                                                               |

Briefly summarize why the customer is contacting Chrysler: Customer called in requesting Chrysler pay for her vehicle to be towed to the dealership. Customer states she did not feel her vehicle would make the drive to the dealership so she took the vehicle to a local IRF for a diagnosis. Customer states the IRF diagnosed the vehicle and the alternator and battery are both fried. Customer states the dealership has agreed to repair the vehicle and only charge the customer a \$50.00 deductible fee. Customer states she does not feel she should have to pay for her vehicle to be towed when it is only out by 290 miles for towing assistance.

Briefly summarize what the customer is expecting: Customer seeking Chrysler pay the towing fee.

Agent advised customer that Chrysler would not be able to cover the cost of the tow as unfortunately the vehicle is out of warranty. Customer became upset with agent and requested a supervisor.

Customer has requested Supervisor callback

Preferred daytime number [REDACTED]

Reason for request: Customer does not feel she should pay for her vehicle to be towed to the dealership.

CAIR assigned to: NC603

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

Agent was speaking to customers daughter [REDACTED].

\*\*\* Supervisor Callback \*\*\*

Supervisor called customer and left a voicemail advising another callback will occur on Monday.

\*\*\* Supervisor Callback \*\*\*

Supervisor spoke to customer in regards to concern. Customer stated she attempted to go to Newark however they stated they could not get her in for a week. Customer decided to go to an IRF for diagnosis of the issue. They diagnosed the problem as the Alternator and the Battery. Customer was charged \$42. Customer was charged \$22 for towing from IRF to her dealership. Customer is currently waiting on Newark to see if they will

goodwill the repair of the Alternator and the Battery. Supervisor advised customer that I will reimburse the \$64 once we receive your invoice and proof of payment. Customer will fax in information tomorrow.

Check to be mailed out to [REDACTED].

Address has been verified.

POSTMARK DATE: 042214; DATE RECEIVED: 042214

Documents attached for review

POSTMARK DATE: 042214; DATE RECEIVED: 042214

POSTMARK DATE: 042214; DATE RECEIVED: 042214

Check is processed for \$65.00 for the \$42.50 and \$22.50 that was paid.

[REDACTED] will be called to advise.

Customer was advised that a check has been processed.

---



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

[REDACTED]

|                       |                         |                                    |                  |                                      |                   |            |
|-----------------------|-------------------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CGX               | BH [REDACTED]                      | <b>Open Date</b> | 04/21/2014                           | <b>Built Date</b> | 01/13/2011 |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 04/11/2011              | <b>Mileage</b>                     | 33,557           | <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>         | ERB                     | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |
| <b>Dealer</b>         | 45048                   | PORT LAVACA DODGE-CHRY-JEEP INC    |                  |                                      |                   |            |
| <b>Dealer Address</b> | 900 S US HIGHWAY 35 BYP |                                    |                  |                                      |                   |            |
| <b>Dealer City</b>    | PORT LAVACA             | <b>Dealer State</b>                | TX               | <b>Dealer Zip</b>                    | 77979             |            |
| <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           | Customer seeking warranty information     |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Had a internal failed component.          |
| Product - Electrical - Battery - Complete Failure - Default           | The alternator blew and fried the battery |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking warranty information.

Briefly summarize what the customer is expecting: Customer expecting warranty information.

Customer states that vehicle was purchased a few months ago.

Customer states that they are experiencing issues with vehicle.

Customer seeking warranty information.

Writer advised that Basic warranty has expired by time and that Powertrain warranty was still valid.

Customer requested information as to how to extend warranty.

Writer advised that a Service Contract could be purchased.

Writer asked what type of problems customer was experiencing.

Customer states they believe it may be battery or alternator related.

Writer offered to contact DLR for customer in order to arrange an appointment.

Customer states that an appointment has already been made.

Customer requested number for Service Contracts in case she wanted to purchase one.

Writer provided appropriate number.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: n/a

Who has possession of the vehicle? (Dealer)

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

If a CDJ dealer has diagnosed, what is the dealer name or code? 45006

All Star Dodge

4600 Canyon Drive Amarillo, TX 79109 (806) 359-2886

is where the vehicle is at.

Reassigned to 88F

Briefly summarize why the customer is contacting Chrysler: Customer states that he is calling in because he would like to be provided a rental while his vehicle is being fixed at the dealership. Customer states that the

dealership hasn't done a diagnosis on the vehicle yet because they haven't looked at it. But that it may be due to an electrical issue with the vehicle.

Briefly summarize what the customer is expecting: Agent spoke with the servicing dealership and verified that the vehicle has been in the dealership multiple times resulting in dealership loyalty.

CIAR CUSTOMER: [REDACTED]

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

OOW Basic: Out by 11 Days but in by miles

MVP None: No service contracts

Ownership history: 0 New 1 Used

Writer contacted the Port Lavaca Dodge Chrysler Jeep and spoke with SA Jeremy. SA stated that they do not have the vehicle in the dealership.

Writer contacted the All Star Dodge dealership and left a message. Writer stated that he wants to know if the vehicle is at the dealership and if the diagnosis is completed.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left a message. Writer stated that he would like to follow up with the vehicle and would attempt to contact the customer again by 04/24/2014.

Writer contacted the All Star Dodge dealership and left a message. Writer stated that he wants to know if the vehicle is at the dealership and if the diagnosis is completed.

Writer contacted the dealership and spoke with SM Dee. SM stated that the vehicle has been diagnosed and they found that the alternator had an internal short which fried the battery with it. SM stated that they replaced both under goodwill warranty. SM stated that the most recent mileage for the vehicle is 33557. SM stated that the repair was completed today and that the customer might have retrieved it today.

Writer attempted to contact the customer and left a message. Writer stated that he contacted the dealership and was notified that the repairs have been completed and that the customer has retrieved the vehicle. Writer advised that he will leave the case open for 2 more days and close the case on the second day. Writer stated that if he does have any questions or concerns to contact writer. Writer left a callback number and extension.

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

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 04/22/2014                           | <b>Built Date</b> | 02/21/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/02/2011 | <b>Mileage</b>                   | 82,300           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|               |       |                  |
|---------------|-------|------------------|
| <b>Dealer</b> | 66490 | CRENWELGE MOTORS |
|---------------|-------|------------------|

|                       |             |  |
|-----------------------|-------------|--|
| <b>Dealer Address</b> | 301 MAIN ST |  |
|-----------------------|-------------|--|

|                    |           |                     |    |                   |       |
|--------------------|-----------|---------------------|----|-------------------|-------|
| <b>Dealer City</b> | KERRVILLE | <b>Dealer State</b> | TX | <b>Dealer Zip</b> | 78028 |
|--------------------|-----------|---------------------|----|-------------------|-------|

|              |            |                     |           |
|--------------|------------|---------------------|-----------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | TELEPHONE |
|--------------|------------|---------------------|-----------|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                    |                |               |
|--------------------|----------------|---------------|
| ROMA TX [REDACTED] | <b>Country</b> | UNITED STATES |
|--------------------|----------------|---------------|

|                                                                           |                            |
|---------------------------------------------------------------------------|----------------------------|
| Corporate - CNA Change - Default - Default - Default                      | address and phone verified |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | vehicle will not turn on   |

Customer called stating that she purchased her vehicle about 2 months ago. Customer was driving vehicle when all sudden the battery light came on, than it started to smell like something was burning, all service lights until vehicle turn off. Customer was advised that the cause of this issue is the alternator. Customer has been doing research and it appears that all Dodge chargers have the alternator issue. Customer found this part at an IRF for \$400 and wants to know if this is a recall. Writer informed customer that this is not a recall. Writer stated that we can open a case to review if there is anything that we can assist customer. Writer advised customer to take their vehicle to the dealer for a diagnosis. Customer stated that if we cover towing assistance than she can take her vehicle to the dealer. Writer informed customer that we are not responsible for the cost of towing or diagnosis fee. We are more than happy to see if there is anything that we can assist customer but will not be responsible for towing or diagnosis fee. Customer declined our assistance and is going to see if she can get her vehicle repairs at an IRF.



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

[REDACTED]

|                       |                            |                                  |                  |                                      |                     |               |
|-----------------------|----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG2                  | CH [REDACTED]                    | <b>Open Date</b> | 04/22/2014                           | <b>Built Date</b>   | 01/19/2012    |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 01/19/2012                 | <b>Mileage</b>                   | 44,983           | <b>Dealer Zone</b>                   |                     |               |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | X7576                      | VANGUARD RAC SAN ANTONIO         |                  |                                      |                     |               |
| <b>Dealer Address</b> | 6929 N. LAKEWOOD SUITE 100 |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | TULSA                      | <b>Dealer State</b>              | OK               | <b>Dealer Zip</b>                    | 74117               |               |
| <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 - Recall - Default - Default - Default              | Asking if there is open recalls on vehicle |
| Product - Electrical - Battery - Defective - Default          | Battery light coming on vehicle            |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                                            |

Customer is contacting Chrysler because she is having issues with her battery. Customer states that she has not brought her vehicle to a DLR for a diagnosis. Agent informed customer that she will need to bring her vehicle to a DLR for a diagnosis. Agent informed customer that her closest DLR is Helfman Dodge Chrysler Jeep and provided customer with their phone number. Agent attempted to transfer customer to the DLR, but customer disconnected call.

Reassigned to KM788 for survey bypass.

Briefly summarize why the customer is contacting Chrysler: Customer called to check how much manufacturer's warranty is left on the vehicle. Customer states that she has been having an issue with her vehicle shutting off and not keeping battery charge.

Briefly summarize what the customer is expecting: Customer is expecting warranty information. Agent advised customer that all warranties that run for 3 years/ 36000 miles have expired by mileage.

Agent advised customer that her vehicle still has coverage under the powertrain and automatic transmission warranties on the vehicle (5/100). Customer states that she has not had vehicle diagnosed but thinks it may be the alternator. Agent recommended that customer have the vehicle brought into any certified Dodge dealership. Agent explained to customer that the dealership will be able to determine if repair will be covered under warranty once they have diagnosed the issue. Customer understood. Agent also advised customer that she has towing coverage to the nearest dealership.

Agent provided customer with phone number for roadside and contact information for two nearest dealerships.

Customer called seeking if the actuator was covered under the 5/100 warranty. Agent advised the customer that it is a basic component and she will have to pay for the replacement of the actuator.

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

[REDACTED]

|                      |                        |                                    |               |                                      |            |
|----------------------|------------------------|------------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2B3CL3CG7BH [REDACTED] | <b>Open Date</b>                   | 04/24/2014    | <b>Built Date</b>                    | 03/04/2011 |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 10/29/2011             | <b>Mileage</b>                     | 75,200        | <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>        | ERB                    | 3.6L V6 24V VVT 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]    |
|                | ROUND ROCK TX [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Engine - Unknown - Other - Default

No start concern

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

10+ repairs, safety and unfair business practices

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

\*\*\*\*\* CUSTOMER EMAIL \*\*\*\*\*

To: Chrysler, Dodge and SecureNet From: Lee Eskridge, Loyal Chrysler/Dodge customer Subject: Requesting resolution assistance due to numerous issues with a 2011 Dodge Charger and assumed unfair business practices (possible €celemon € concern) VIN: 2B3CL3CG7BH [REDACTED] Current vehicle status: Covert Dodge, Austin, Texas-Service Center I am a loyal Chrysler/Dodge customer and have purchased and owned a model consecutively for 14 years. I replace my models typically every 3-4 years. My father was a Dodge owner, I recall, as I was a child and as a family we €™ve always appreciated your vehicles. I have owned a 2000 Chrysler Concorde, a 2006 Chrysler 300, a 2008 Dodge Charger and a 2011 Dodge Charger. I have continued this tradition by purchasing my daughter a 2006 Dodge Stratus as her first vehicle approximately eight months ago. The point that I €™m attempting to make here is that I €™m extremely loyal to this brand and have spent an ample amount of my earnings investing in your products. I €™ve remained loyal due to the quality and performance of your vehicles. I €™m a corporate executive and I spend an enormous amount of time in my vehicles for business travel as I prefer driving versus flying when possible. My most recent purchase was a 2011 Dodge Charger, which I purchase in October of 2011. The VIN of my vehicle is 2B3CL3CG7BH [REDACTED] I €™m requesting that you review the history of repairs to my 2011 Charger and recognize a continual history and pattern of electrical and other malfunctioning issues. It is my request that you all assist in providing direction regarding replacing this vehicle and/or extending warranty services as I no longer trust the vehicle and I €™m completely offended by the expectation of me to cover the recent repairs personally as I reported the recent issue prior to the warranty expiring, however, no actions were taken by the repair center. My primary concern is that following the current repairs being performed, additional issues will continue to arise with this vehicle. I €™ve had more repairs performed on this vehicle in less than 3 years than I have ever had on any vehicle that I have purchased new in more than 20 years. Upon request, I will provide a copy of invoices for repairs and services the vehicle. The 2011 Charger currently has approximately 75,200 miles on the vehicle and the vehicle continues to remain in immaculate physical condition. I have proudly taken care of and have maintained this vehicle as I do each of my vehicles. All repairs have been performed by authorized Mopar facilities. Activities reported in chronological date order from the most recent to

the eldest: April 23, 2014 €" Customer ██████████ ) initiates contact to Chrysler/Dodge and SecureNet for resolution assistance due to the facts reported below. Customer reported issues and the issues remained while the warranty continued to be valid. The repair center (Covert Dodge) failed to detect the obvious issue as reported. The vehicle finally lost power completely and neither Covert nor SecureNet volunteered to acknowledge that the issue was reported and not detected. Due to the warranty no longer being valid and the lack of acknowledgement and assistance during the time that this issue was reported, the customer is now expected to pay for the repairs. Due to the numerous power related issues since purchasing this vehicle new, assistance is requested from Chrysler, Dodge and SecureNet in replacing the vehicle or recommending other solutions due to the numerous power related concerns and other issues. This vehicle appears to be a €œlemon € and immediate assistance is requested. As a consumer and a 14 year continual owner/purchaser and loyal customer of Dodge Chrysler, I €™m requesting assistance in replacing this vehicle immediately. If assistance is not possible at this time by either of you, I respect your decision. With all due respect, please notify me immediately and I will proceed in obtaining legal advice with this matter and each issue reported above.

April 22, 2014 €" Customer received call from Covert Dodge stating that the vehicle requires an alternator and battery and that the cost is approximately \$1100.00 (USD). Customer asked that Covert verify warranty with SecureNet. SecureNet states that the warranty expired at 75,000 miles and therefore coverage is no longer valid. Covert nor SecureNet acknowledges that the issue was reported in advance and also have not offered assistance. Payment is expected by the customer.

April 21, 2014 €" Car completely loses power in rush hour traffic. Unable to exit vehicle due to doors locking completely. Doors would not open by using internal door handle nor power lock buttons nor the key fob due to the complete loss of power. Safety concerns if emergency conditions existed and if child safety option was selected. 84 degree external temperature. If the vehicle was surrounded by water and/or if fire existed, the customer could have possibly suffered extreme damage or death. Recommending that you all review the internal operation of the door handle and confirm why the doors will not unlock when the internal handle is pulled if power does not exist to the vehicle. Door had to be opened by another person from outside of the vehicle. Customer has major safety concerns regarding this incident. Vehicle towed to Covert Dodge April 7, 2014 €" Customer invoice from Covert states that no problems were found and that the problem could not be duplicated April 5, 2014 €" Charger taken to Covert Dodge. Mileage is at 74,567 at this time (still within warranty). Customer reported that power concerns existed again due to the RPM €™s fluctuating up and down and the car at times jerking to the point where it feels that it wants to turn off and components losing power.

December 3, 2013 €" Customer is upset due to numerous alignments totaling over \$300 over the two years of ownership and two complete tire replacement sets totaling over \$1600 in less than two years of owning the vehicle as the strut repair most likely contributed to these unexplained issues due to the age and mileage of the vehicle. These repairs and associated expenses appear to be unjust at this point. Neither assistance nor refunds were offered following detection of the faulty strut component following the customer complaining and requesting assistance

November 19 €" December 3, 2013 €" Car is at the repair facility for an extended period for multiple repairs. Covert replaced a faulty right front strut support arm after confirming the leakage and associated fumes. Covert replaces left outside mirror. Following replacement of the mirror, Covert notifies the customer that the windows are no longer responding to up/down commands and that repairs would be delayed due to vehicle now requiring a door module due to faulty operations/failed components. Alignment service required as stated by the repair center to support correct operations following replacement of the strut component

November 19, 2013 €" Customer smells toxic fumes in cabin which requires the customer to feel light headed. Customer pulls the car to the side of the road and contacts Covert Dodge. Car is taken to Covert for repairs

November 19, 2013 €" Customer detects that the rear view mirror will no longer respond to up and down commands from the door panel.

October 10, 2013 €" South Point dodge reports a defective low beam control circuit, short to battery or

open, connector burnt. Replaced left headlamp. South Point also updated the radio software and reported that if the problem persists that a replacement radio will be required. Warranty repair, customer pays \$200 deductible associated with warranty October 9, 2013 €“

Customer grows frustrated with repeated automatic radio power losses or lack of powering on as car is initially started. Customer also detects that the left headlight has burned out. Car is taken to South Point Dodge for repairs November 1, 2012 €“ Alignment service provided due to car continually pulling and the wheels not remaining straight August 7, 2012 €“ South Point Dodge reports that the fuel sensor 2 circuit high. Replaced right side fuel pump assy and left fuel pump seal. Warranty covered repair costs August 3, 2012 €“ Customer detected that panel lights were flashing and the vehicle was stalling. Check engine light remains on. Customer thinks that the engine is not receiving gas and will not accelerate. Vehicle is taken to South Point Dodge for service July 10, 2012 - Alignment service provided due to car continually pulling and the wheels not remaining straight June 30, 2012 €“ San Marcos Auto Outlet replaced the wiring kit and door handles due to €œBody Electrical € concerns June 30, 2012 €“ San Marcos Auto Outlet brake repairs, €œRecall M10, NEC to SOP € Businesses referenced above:

SecureNet: Warranty provider purchased at the time of vehicle purchasing  
Mopar repair facilities: South Point Dodge (Austin, Texas) San Marcos Auto Outlet (San Marcos, Texas) Covert Dodge (Austin, Texas)

Respectfully, [REDACTED], m: +[REDACTED], e:

Lee [REDACTED]

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

\*\*\*\*\* CAC EMAIL \*\*\*\*\*

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

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

If you are seeking replacement or buy back, we would suggest referring to the blue and white booklet that accompanied the vehicle. Again, we apologize for the less than favorable response.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tyler

Customer Service Representative  
Dodge Customer Assistance Center

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

As per AC 23383, reassigning to SG893 for survey by-pass.

Customer seeking lemon law, unable to escalate

reassigned to TS936

please close CAIR

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                     |                                   |                  |                                      |                     |               |
|-----------------------|---------------------|-----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG2           | CH [REDACTED]                     | <b>Open Date</b> | 04/23/2014                           | <b>Built Date</b>   | 11/10/2011    |
| <b>Model Year</b>     | 2012                | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 07/05/2012          | <b>Mileage</b>                    | 40,392           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                   | BRAMPTON ASSEMBLY PLANT           | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PRY                 | REDLINE 3 COAT PEARL              |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                 | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                 | 8-SPD AUTO 8HP45 TRANS (BUY)      |                  |                                      |                     |               |
| <b>Dealer</b>         | 23841               | LOCKLEAR CHRYSLER JEEP DODGE, LLC |                  |                                      |                     |               |
| <b>Dealer Address</b> | 550 SKYLAND BLVD E  |                                   |                  |                                      |                     |               |
| <b>Dealer City</b>    | TUSCALOOSA          | <b>Dealer State</b>               | AL               | <b>Dealer Zip</b>                    | 35405               |               |
| <b>Owner</b>          | [REDACTED]          |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]          |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | CODEN AL [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                                        |                                          |
|----------------------------------------------------------------------------------------|------------------------------------------|
| Product - Unknown - Unknown - Stalling - Default                                       | Customer states that the vehicle stalls. |
| Corporate - Survey By-Pass - Reopen Error - Default - Default                          | Over 30 days                             |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall          | advised owner of incomplete recall.      |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default |                                          |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she is having an issue with the vehicle stalling randomly. Customer states she is worried because she does not want the vehicle to stall while she is on the highway. Customer wants this issue resolved.

Briefly summarize what the customer is expecting: unresolved issues. Writer advised that she would need to bring the vehicle back to the dealership and once the vehicle is at the dealership she would need to contact us back so that we could send this up to a case manager for technical intervention. Customer drove back to the dealership while on the phone with the writer.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? dealership

Has the vehicle been diagnosed by a CDJ dealer? Yes

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

Code: 66- 23841 Dealer Name : LOCKLEAR CHRYSLER JEEP DODGE, LLC

Reassigned to 88F

Vehicle is at the dealership - LOCKLEAR CHRYSLER JEEP DODGE, LLC (23841)

Update triggered by S70179L

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

OOW(Basic): in by time, 4,000 miles

History: 1 new, 0 used

MVP: WM560N, OCS24N

Status update provided via email to the following email address:

[REDACTED]

My name is Fred and I have been assigned as your case manager. Here is



some information that will be helpful for you to have.

My contact information: 800-763-8422 EXT 66323

My hours in the office: 10:30am (EST) 6:00pm (EST) Monday to Friday

I will review your case and contact you within 2 business days.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, email sent.

Writer contacted Service Manager Barry. SM verified mileage as 40392. SM states that customer alleges the vehicle will sometimes not turn off or shift to park and that sometimes the doors will lock and unlock on their own. SM advised that vehicle had just arrived at dealership and diagnosis has not yet been completed. SM is aware of open recall. SM advised that the vehicle appears to be well maintained and that the customer is considering a trade-in. SM stated that a star case would probably be opened after diagnosis is complete. Writer advised that the case will be assigned to the dealership as a D-12-27. Writer advised that he will be contacting the customer no later than 4/25/14, but that he would try to follow up with the dealer to get an update on the diagnosis first.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer's request is beyond the

limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

#####

REASSIGNED TO BC/DLR 66 23841 04/24/14 15:57 O 24925638

██████████ (daughter) called requesting to speak to CM FB640 .

Writer warm transferred customer to CM for further handling.

Customer contacted writer. Customer alleges that this is the third time her vehicle has been to the dealer for the same issues. Customer states that if vehicle is unable to be diagnosed and repaired she wants Chrysler to get her out of her vehicle. Writer advised that the blue and white booklet may have helpful information. Writer advised that until the diagnosis is completed no further steps can be taken. Customer stated dissatisfaction with the handling of her vehicle repairs and the amount of time that her vehicle had been in for repairs. Writer advised that if vehicle is unable to be diagnosed that further technical support would be involved to seek a resolution for her concerns. Writer advised that after diagnosis is completed writer can consider compensation. Writer advised a follow up on 4/25/14 after receiving diagnosis information from the dealer.

Writer called DLR was not able to get in contact with the SM or SA left message.

Writer contacted customer. Writer advised that he was unable to get any updated information from the dealer about the vehicle diagnosis. Writer advised a follow up no later than 4/29/14.

Writer spoke with ██████████ (daughter) customer stated that at the dealership when they attempted to set her up in a rental there were no vehicles. Customer got upset and was talking to writer about what she would do next if they can not duplicate the concern. Customer requested supervisor.

\*\*\*\*\*Supervisor Call\*\*\*\*\*

Writer spoke to customer regarding multiple issues with stalling and concerns that rental vehicle has not been available through Enterprise. Customer expressed frustration regarding the stalling issue and inability to have them duplicated at the dealership. Writer advised that in order for dealership to find a point of failure the diagnosis needs to be completed. Writer placed customer on hold and contacted Service Manager Barry and was advised that customer was not able to obtain a rental and vehicle was picked up. Arrangements were made to have the customer contact SM Barry on 4-29-14 to set up a rental and have appointment made for 4-30-14.

Writer advised customer to provide dealership any information that will assist with duplicating the issues and have follow up for 5-1-14. AM was contacted by SM. Unless the dealership can duplicate the owner's concern, no repairs are possible. No DTC's. SM will contact SEBC TA as soon as the vehicle is made available for further inspection / diagnosis. AM will update CAIR.

Vehicle is at the dealership - LOCKLEAR CHRYSLER JEEP DODGE, LLC (23841)  
Update triggered by S70179L

Writer contacted dealer. Writer placed on hold to wait because Service Manager Barry was with a customer. Call disconnected. Writer contacted dealer again. SM unavailable. Writer left message requesting a callback at extension 66323.

Writer contacted customer at phone number [REDACTED]. Writer left message. Writer advised that dealer has engaged technical resources, but that he has not received any information as to a definite diagnosis.

Writer advised a follow up with any new information no later than 5/5/14. Customer stated they do not have a secondary phone number.

[REDACTED] called requesting to speak to CM FB640. Writer warm transferred customer to CM for further handling.

Customer contacted writer. Customer ([REDACTED]) alleges that her daughter ([REDACTED]) has been having intermittent stalling issues with the vehicle and that she does not trust the vehicle any longer. Customer states that she wants her daughter out of the vehicle. Writer advised that the information in the blue and white handbook may be useful to the customer.

Writer advised that the vehicle is currently in the dealership for diagnosis and that the dealer has engaged corporate tech support in order to better diagnose the vehicle. Writer advised that the priority now is to get the vehicle diagnosed and repaired, and that until the diagnosis is completed there are no further steps that can be taken. Customer alleges that her daughter was told by the dealer finance that a trade in would not be approved without Chrysler's approval. Customer advised that she would call back to provide a contact number for her daughter. Writer advised that he can be reached at extension 66323. Customer called back and advised that her daughter may be reached at phone number [REDACTED].

Writer advised that he would follow-up with customer's daughter with any new information from the dealer no later than 5/7/14.

Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance in having an arbitration case opened. Customer states that she no longer wants the vehicle and does not want to work on getting it repaired as she is convinced she will continue to have mechanical issues with vehicle. Customer states she would like to discuss having the vehicle bought back under lemon law.

Briefly summarize what the customer is expecting: Customer is expecting vehicle bought back. Agent advised customer that we cannot formally file for lemon law on customer's behalf and they would need to refer to blue and white booklet or general state attorney for assistance in filing for lemon law.

Agent advised customer that she will have to talk to her CM in regards to having the vehicle bought back and they can review her request and advise if it is an option. Agent transferred customer to CM FB640, as per AC19956.

Writer contacted by customer. Customer alleges that the dealer told her that they would have to replace her transmission, and customer stated that she no longer wants the vehicle. Customer advised that she no longer wants to pursue vehicle repairs and she wants her vehicle bought back.

Writer advised that her vehicle is over the mile limit to qualify for buy back based on that criteria, and that he would have to do further research to see if the vehicle would qualify based on other criteria.

Writer advised that her state attorney general could provide her with the specifics of her state's lemon law and that her blue and white handbook could also provide more information. Writer advised that if the dealer has advised her of recommended repair then there is a good chance that they have been able to diagnose her vehicle. Writer advised that if dealer has been able to diagnose vehicle then the issue may be able to be resolved. Customer alleged that she would be contacting her state's attorney general. Writer advised that he would research to see if she qualifies for buyback consideration and would follow up no later than 5/5/14.

Writer contacted dealer. Service Manager Barry was unavailable. Writer left message for SM. Writer held on the line for an extended period, and

the call disconnected. Writer requested a callback at extension 66323. Writer was contacted by customer, [REDACTED]. Customer alleged that she was told by the dealership that they would be replacing the transmission, but that they have to wait for one to be shipped to them. Customer states that she has been called to work and will be out of reach for 3-4 weeks. Writer advised that he will be contacting the dealer to get an update on the vehicle and will find out the information needed to know if the vehicle qualifies for a buyback. Writer advised that he has a follow up scheduled with customer's daughter to give her an update on any new information he has received from the dealer. Customer advised that she may try to call again later.

Writer contacted Service Manager Barry. SM advised that according to their diagnosis, the transmission on the vehicle would need to be replaced. SM advised that the vehicle had been in the dealer once before for this same issue, and that it had been returned to the customer the same day because the issue could not be duplicated. SM advised that the vehicle has been in the dealership for 5 days for this repair, and for a total of about 6 days for this issue. SM advised that the parts had been ordered. SM transferred writer to Parts Advisor Paul. PA Paul advised that the order had just been put in, and the part should arrive in about 7 days.

Writer contacted customer at phone number [REDACTED]. Writer advised that he had been informed by the dealer that the diagnosis was completed, and that repairs would begin as soon as the necessary parts arrived.

Writer advised that he was informed by the dealership that the parts are expected to arrive in 7 days. Customer alleged that if this does not resolve her issues then she will not be in this vehicle. Writer advised that he would stay in contact with the dealer to follow up on part delivery and repairs. Writer advised a follow-up with the customer on 5/13/14.

Writer contacted dealership (2513911350) SM Berry. SM part number: R8149641AL has arrived. SM stated repair update of 05/14/2014. SM stated repairs covered under powertrain warranty and rental provided by service contract, furthermore dealership will assist if rental exceeds five days. Writer stated follow up with dealership on 05/14/2014.

Writer contacted Customer ([REDACTED]). Writer stated dealership received parts and repairs to start on 05/13/2014. Writer stated follow up on 05/14/2014.

SM reported that the vehicle has been repaired and returned to the customer. No further action required.

Agent attempted to contact customer advising that the repairs have been confirmed by the dealership and the case is now moving to a two day close out period. If customer does not contact agent within those two days case will be closed. Agent will close case if no contact is made by 05/16/2014 3:00pm MT time.

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

The customer contacted today regarding they state they just picked up their vehicle from the DLR after having a transmission replacement completed, the customer stated the car was making a strange noise and when they restarted the battery light came on and now their radio does not work. The customer states they are unhappy as everytime they pick it up from the DLR something else goes wrong. The agent reassigned the case back to CC1004 for further assistance with this issue.

The customer states they are going to drop off the vehicle off at the DLR tomorrow morning.

The customer states the DLR said they would complete the recall while the vehicle is at the DLR for the transmission replacement. The agent stated it's not completed in the system but they may have not completed it in the system on the DLR's end yet.

Caller [REDACTED] requesting to speak with Case Manager

While writer was trying to transfer the call customer disconnected.

Customer: [REDACTED] calling to speak with CM; CC1004. CM is not available. Writer transfer call to CM; SM1203

Writer received transfer call with [REDACTED] to discuss what is going on with the vehicle. Customer stated that in Oct, 2013, the vehicle stalled on the freeway and now the vehicle is back to the dealer because the same light is back on, now the vehicle has broken down again and in middle of field and the vehicle will be crank.

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

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

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

Writer advised customer that as long as she is in safe spot, call will be placed to dealer to advise the vehicle is broken down again and will be towed in. Customer was very upset and explained that she has contacted the dealer, Roadside and will have the vehicle taken back to the dealership but since CAC is able to assist in resolving the concerns will be leaving the dealership. Customer disconnected the call.

Agent attempted to contact dealer 23841 Service Department, however, SM not available. Left message for a return call at extension 66093

Customer last name, last 8 digits of VIN, callback number and case number  
The reason for the dealer contact was to provide or request the following information:

Explained the vehicle will be brought in via Roadside because the vehicle is broken down on the freeway.

Customer contacted Writer. Customer is stating that daughter is stuck on side of the interstate. Customer is stating that she is on a oil rig in the Gulf of Mexico and unable to assist her daughter. Customer asked for Writer to three way with daughter. Customer stated would like to pursue a buyback option.

Reopen Error, closing as over 30 day old CAIR. Refer to new case file.

---



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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                      | <b>Open Date</b> | 04/28/2014                           | <b>Built Date</b> | 02/16/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/22/2011 | <b>Mileage</b>                     | 52,000           | <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>        | 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]    |
|                | HOUSTON TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                          |
|---------------------------------------------------------------------------|------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | alternator defective/shorted out         |
| Corporate - CNA Change - Default - Default - Default                      | updated last name from presley to brooks |
| Corporate - Survey By-Pass - D-12-27 - Default - Default                  |                                          |
| Recall - L28: FRONT EXTERIOR DOOR HANDLES - Information Request           |                                          |
| Recall - M10: ABS/ESC WIRING - Information Request                        |                                          |

Briefly summarize why the customer is contacting Chrysler: Customer called because the alternator has gone out in the vehicle and caused the battery has needs to be replaced as a result. Customer wanted to know if this is under warranty. Agent advised based on her mileage the basic warranty is not active, agent reviewed ac 22330 and found customer is not within cac goodwill. Agent finds customer is within d-12-27 and called the dealer for diagnosis confirmation and possible assistance. Agent spoke to SA Mike and confirmed the alternator has gone and that battery was affected by it shorting out. SA Mike advised the battery is still viable but is weak and needs to be replaced. Agent asked if we could assist the customer under d-12-27, in offsetting some of the cost. SA Mike advised he would review it with the SM and call us back.

\*

Briefly summarize what the customer is expecting: cost assistance

Reason for Dealer Contact: possible assistance under d-12-27

Dealer Code: 45587

Dealer Personnel Required: SM

Customer s Preferred Method of Contact: phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: n/a

Reason for assigning to Resolution Team: no return call from dealer before end of shift

Assigned to 86T

-

DEALER CONTACT|45587|281-359-7100 and spoke with SA Mike, he advised the customer will be picking up the vehicle on Friday and they have assisted with a \$200 co-pay.

-

Assigned to JK671 for survey by pass, D-12-27.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CGX  | BH [REDACTED]                    | <b>Open Date</b> | 04/28/2014                           | <b>Built Date</b> | 07/08/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 07/09/2011 | <b>Mileage</b>                   | 58,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                            |                                  |    |                   |       |  |
|-----------------------|----------------------------|----------------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 45148                      | JACKSONVILLE CHRYSLER JEEP DODGE |    |                   |       |  |
| <b>Dealer Address</b> | 11101 NURSERY FIELDS DRIVE |                                  |    |                   |       |  |
| <b>Dealer City</b>    | JACKSONVILLE               | <b>Dealer State</b>              | FL | <b>Dealer Zip</b> | 32256 |  |

|                |                            |                     |               |  |  |  |
|----------------|----------------------------|---------------------|---------------|--|--|--|
| <b>Owner</b>   | [REDACTED]                 | <b>Contact Type</b> | TELEPHONE     |  |  |  |
| <b>Address</b> | [REDACTED]                 | <b>Home Phone</b>   | [REDACTED]    |  |  |  |
|                | JACKSONVILLE FL [REDACTED] | <b>Country</b>      | UNITED STATES |  |  |  |

|                                                                           |                         |
|---------------------------------------------------------------------------|-------------------------|
| Product - Electrical - Battery - Other - Default                          | battery needs replacing |
| Corporate - Survey By-Pass - Unable To Reach - Default - Default          |                         |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default |                         |

Briefly summarize why the customer is contacting Chrysler: to inquire on battery warranty

Briefly summarize what the customer is expecting: to know why he is responsible for a new battery when he just purchased one in February

Customer stated his vehicle is currently at dealer 45148

Customer stated the dealership has diagnosed the vehicle and has advised a new alternator and battery are needed

Customer is questioning why he would be responsible for the battery when he just purchased one from the dealership in February

Agent attempted to call the dealership to inquire for customer agent called dealer 45148 and got no answer

Agent left a message for the dealership to return our call

\*\*\* next agent \*\*\* please inquire into battery warranty and why customer is responsible for the entire cost of purchasing a new battery

DLR 45148 contacted back and states the customer does not need to purchase the battery, as it is being completely covered under warranty. However, he is responsible for the cost of the alternator.

File should not have been closed until dealer reached and customer given answer.

Please contact customer and handle file appropriately.

Agent called customer back to update him on his case

\*\*\*next agent \*\*\* if customer calls back please advise him of lines 15-17

\*\*\*Supervisor Notes\*\*\*

Please address file.

The agent was assigned this CAIR by Supervisor and called the customer back as per lines 21-24;

[REDACTED] and reached a voicemail for the customer. The agent left a message to advise that the agent was calling on behalf of the previous agent to advise that the Dealership had called and advised that the customer did not need to purchase a battery as it is being completely covered under warranty however that the customer would be responsible for the cost of the alternator. The agent advised the customer that the agent would also attempt the next phone number. The agent called the secondary phone number

██████████ and reached a voicemail and left the same message as it went to voicemail.

The agent called the customer back and reached the customer s voicemail.

The agent left the same message as per lines 15-17.

Reassigned to DF314- Unable to reach customer.

---

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

[REDACTED]

|                       |                                |                                  |                  |                                      |                     |                         |
|-----------------------|--------------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG2                      | BH [REDACTED]                    | <b>Open Date</b> | 04/30/2014                           | <b>Built Date</b>   | 02/16/2011              |
| <b>Model Year</b>     | 2011                           | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 08/04/2011                     | <b>Mileage</b>                   | 37,000           | <b>Dealer Zone</b>                   | 74                  | DENVER                  |
| <b>Plant</b>          | H                              | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                            | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                            | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                            | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 38356                          | PERKINS MOTOR COMPANY INC        |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 1205 MOTOR CITY DRIVE          |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | COLORADO SPRINGS               |                                  |                  | <b>Dealer State</b>                  | CO                  | <b>Dealer Zip</b> 80906 |
| <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           |

|                                                                           |                                                         |
|---------------------------------------------------------------------------|---------------------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default               | Customer inquiring if alternator is covered by warranty |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer state alternator needs replaced                |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default             |                                                         |

Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle is completely dead on the side of the road. Customer states nothing electrical is working and he just replaced the battery a week ago. Customer states he feels the issue is caused by the alternator and would like to know if that is covered by his remaining warranty and if not if the repair will be covered as he is just 1000 miles out of warranty.

Briefly summarize what the customer is expecting: To be told if the alternator is covered and if not if there is cost assistance available on the repair.

Agent advised customer that at 37,000 miles the alternator is no longer covered by warranty. Agent advised customer that any cost assistance would be at the dealerships discretion pending their diagnosis. Agent contacted SM Chris at dealer 38356. SM Chris stated he would be willing to provide assistance under D-12-27 pending the diagnosis on the issue. Agent advised customer that the SM is willing to assist with the repairs as long as the diagnosis determines it is due to a manufacturer s defect on a warrantable component. Agent transferred customer to Jodie at Roadside Assistance to arrange a tow to dealer 38356 using the \$100 towing allowance under the CPOV Limited Warranty.

Reassigned for no diagnosis under D-12-27.

Vehicle is at the dealership - PERKINS MOTOR COMPANY, INC. (38356)

Update triggered by S43250N

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

[REDACTED]

|                       |                      |                                  |                  |                                      |                   |            |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG5            | BH [REDACTED]                    | <b>Open Date</b> | 05/01/2014                           | <b>Built Date</b> | 05/28/2011 |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 08/16/2011           | <b>Mileage</b>                   | 52,000           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PVG                  | TOXIC ORANGE PEARL COAT          |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 44137                | SUNSET CHRYSLER DODGE & JEEP     |                  |                                      |                   |            |
| <b>Dealer Address</b> | 1202 SUNSET DRIVE    |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | GRENADA              | <b>Dealer State</b>              | MS               | <b>Dealer Zip</b>                    | 38901             |            |
| <b>Owner</b>          | [REDACTED]           |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]           |                                  |                  | <b>Home Phone</b>                    |                   |            |
|                       | VAIDEN MS [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                               |                               |
|-------------------------------------------------------------------------------|-------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | Notification of open recall   |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall                | Notification of open recall   |
| Product - Electrical - Battery - Complete Failure - Default                   | alternator and battery failed |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default                 |                               |

Customer called stating that the alternator has failed and as a result the battery has failed. Customer states that he has found information online to support that this is a known problem. Customer states that the vehicle stalled while he was driving in another state and that he had to tow the vehicle back home. Customer states that he cannot find the part as it is back ordered. Customer states that he cannot get a rebuilt part which will cost \$300 but will have to get a new one at \$505. Customer wants to launch a complaint about the car, but refuses to have it towed to the dealership and pay their costs to have it replaced.

Agent assured customer that all is documented and provided CAIR #.

Agent advised customer of open recalls:

N07 SEAT WIRING HARNESS CONNECTORS SAFETY 04/17/2013 INCOMPLETE

P08 HEADLAMP WIRING SAFETY 05/01/2014 INCOMPLETE

NO DIAGNOSIS WITHIN GOODWILL.

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

[REDACTED]

|                      |             |                                  |                  |                                      |                   |            |
|----------------------|-------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1BH | [REDACTED]                       | <b>Open Date</b> | 05/02/2014                           | <b>Built Date</b> | 06/11/2011 |
| <b>Model Year</b>    | 2011        | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 06/11/2011  | <b>Mileage</b>                   | 0                | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7         | BRIGHT WHITE 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]            | <b>Home Phone</b>   | [REDACTED]    |
|                | PHOENIX AZ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                            |
|----------------------------------------------------------------------------|----------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default      | alternator replaced        |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | does not meet requirements |

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

2011 dodge alternator

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

I recently purchased a 2011 dodge charger. Yesterday without any obvious signs my car started to smoke under the hood on the passanger side and stopped while I was driving. It would not turn back on. Apparently it s the alternator. This as I ve noticed on a online forum is a common occurrence in this car model and all within the same mileage (50,000) or so. As a reputable company I feel like me a hardworking man who makes just enough to feed my family and very little extra should not have to fork over money I don t have for a problem your company knows exists. This should be considered a recall by the manufacturer (you guys). Apparently the recall was only listed as a police car model and not a general public model. This is a major safety concern being that the car just simply shut off on me while I was in motion. Luckily i was on a side street and not on the freeway. Imagine if I were on the freeway and my car just shut down with my kids in the car? Being a large corporation this needs to be a serious issue. I also have a 2005 Chrysler 300 I have owned since 2005 with 222674 miles on it and have yet to replace any major component on the vehicle. Please contact me so we can come up with a solution this is very serious problem.

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

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding your 2011 Dodge Charger.

In order to better assist you with your request we require your vehicle identification number of the vehicle.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Kristine

Customer Service Representative

Dodge Customer Assistance Center

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

The VIN number is. 283CL3CG1BH [REDACTED]

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

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding your 2011 Dodge Charger.

Congratulations on your vehicle purchase.



We apologize that you have to replace the alternator in your vehicle. In regards to your vehicle, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. Our records do indicate that the following recall campaign has not been performed by an authorized dealer:

P08 HEADLAMP WIRING SAFETY 05/01/2014 INCOMPLETE

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,  
Kristine

Customer Service Representative

Dodge Customer Assistance Center

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

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Updated ownership information in COIN.

---

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

[REDACTED]

|                       |                        |                                  |                  |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG1              | BH [REDACTED]                    | <b>Open Date</b> | 05/01/2014                           | <b>Built Date</b>   | 06/11/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 06/11/2011             | <b>Mileage</b>                   | 48,000           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES   |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                    | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 49944                  | MAROONE D/NATIONAL               |                  |                                      |                     |               |
| <b>Dealer Address</b> | 8600 PINES BLVD        |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | PEMBROKE PINES         | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 33024               |               |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   |               |
|                       | MARICOPA AZ [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                           |                                               |
|---------------------------------------------------------------------------|-----------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Needs to replace the Alternator               |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default     | burnt so badly the part number cannot be read |
| Product - Unknown - Unknown - Accident - Single Vehicle Rollover          | fire in the engine (alternator burnt)         |
| Corporate - Property Damage - Default - Default - Default                 |                                               |
| Dealer - By-Pass - Default - Default - Default                            |                                               |
| Product - Unknown - Unknown - Fire - Unknown                              |                                               |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she was driving down the road and the vehicle shut off. Customer states that smoke started coming out under the hood. Customer states that the vehicle will not start. Customer states that she had her mechanic come out and look at the vehicle and states that the alternator needs to be replaced. Customer states she read online that there are multiple complaints and this needs to be a recall. Customer states that Dodge should take it upon themselves to read the forums and issue recalls when necessary.

Briefly summarize what the customer is expecting: Customer is expecting recall information.

Agent advised customer that a diagnosis was needed by a CJDR DLR. Agent advised customer that if she is included in a recall later she will be notified by mail. Customer states that she isn't going to pay for the vehicle to be towed to a DLR and she doesn't want the DLR to complete the repair.

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

(the wife of the owner of the vehicle)

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened? Customer states that she was driving on a side road and all of the sudden the vehicle died completely and the customer's vehicle rolled off to the side of the road. Customer states that she could smell something burning. Customer states that smoke started coming out of the hood. Customer states she got out of the vehicle and opened the hood and a large amount of smoke started coming out. Customer stated she has a friend from Hundi dealership who is a certified mechanic who looked at the vehicle and stated that there was an internal fire in the engine that

burnt the alternator so badly that the part number can not be read off of it.

3. What is the current location of the vehicle? Hundi Dealer 8050 South Auto Plex Loop Tempe AZ 85284 Jay mechanic at Hundi dealership Customer feels that this is an issue with the vehicle she should not have to pay for the repairs because she did nothing to cause this and this issue almost caused her life. Agent informed the customer that the agent would note all the information that the customer provided and will send the case up to a special department who will contact the customer in 1-2 business days.

\*\*\*\*\*

05.02.14

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

VEHICLE LOCATED AT:

[REDACTED]

Tempe, AZ [REDACTED]  
(480) 496-4000

Per OGC Matrix, reassigned to 82t for their review and handling. MG17

5/2/14 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST DEKRA INSPECTION 05-02-2014 09:13

CAIR NUMBER [REDACTED] E-MAIL SENT TO DEKRA 05-02-2014 09:13

CCRG Open Date: 05/02/2014 09:03:51

Letter Sent: Acknowledgement 05/05/2014 09:38:42

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/09/14 AT 17:43:06 24960854

Letter Sent: Denial 05/12/2014

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG2  | CH [REDACTED]                    | <b>Open Date</b> | 05/04/2014                           | <b>Built Date</b> | 08/31/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 09/01/2011 | <b>Mileage</b>                   | 63,000           | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                          |                                    |               |                   |       |  |
|-----------------------|--------------------------|------------------------------------|---------------|-------------------|-------|--|
| <b>Dealer</b>         | X7745                    | VANGUARD CAR RENTAL, WARRANTY DEPT |               |                   |       |  |
| <b>Dealer Address</b> | 6929 N LAKEWOOD AVE.     |                                    |               |                   |       |  |
| <b>Dealer City</b>    | TULSA                    | <b>Dealer State</b>                | OK            | <b>Dealer Zip</b> | 74117 |  |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                | TELEPHONE     |                   |       |  |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                  |               |                   |       |  |
|                       | UNION CITY TN [REDACTED] | <b>Country</b>                     | UNITED STATES |                   |       |  |

|                                                              |                                                                        |
|--------------------------------------------------------------|------------------------------------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default  | Customer seeking warranty coverage information for electrical concerns |
| Corporate - Survey By-Pass - Dealer Call - Default - Default |                                                                        |

Briefly summarize why the customer is contacting Chrysler: Customer states he is having electrical concerns and now vehicle will not start.

Briefly summarize what the customer is expecting: Customer seeking remaining warranty coverage information for electrical concerns. Agent advised the coverage for electrical concerns is 3 yrs/36000 miles. Agent advised customer, at 63000 miles, there would be no coverage. Agent advised customer of incomplete recalls N07 and P08. Customer states he will contact dealership in the morning to have these recalls completed. Customer states he thinks his no-start situation is tied to the head light wiring harness recall. Customer states electrical system has shorted out.

\*NO DIAGNOSIS, POSSIBLE RECALL RELATED FAILURE. Customer to seek dealership assistance\*

Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler to indicate that his battery and alternator went out at the same time over the weekend.

Briefly summarize what the customer is expecting: Customer was expecting to find out what the next step was in relation to this and wanted to know if he would be responsible for the costs.

Agent advised the customer that the vehicle would need to be diagnosed by an authorized Chrysler dealership. Agent advised the customer there would be no coverage for electrical concerns. Agent also advised the customer the concern could be recall related, thus the reason to seek a Chrysler dealership.

Customer indicated that he dealt with dealership (43306).

Agent telephoned roadside services for the customer and transferred the customer to Cindy for further assistance.

Agent updated COIN customer telephone.

Briefly summarize why the customer is contacting Chrysler: Customer states the alternator and battery need replacement

Customer finds it strange it went out in the same

Briefly summarize what the customer is expecting:

Customer states the dealership advised it is not part of the recall or related to the recall.  
Customer disagrees.  
Agent referred customer to Service manager for the chrysler dealership  
Agent advised the vehicle is out of the warranty  
Customer disconnected.

---



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                                  |                  |                                      |                     |                         |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG2                | BH [REDACTED]                    | <b>Open Date</b> | 05/04/2014                           | <b>Built Date</b>   | 07/15/2011              |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 08/26/2011               | <b>Mileage</b>                   | 36,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS                  |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PDM                      | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 43138                    | ALL AMERICAN CHRY-JEEP-DODGE OF  |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 4310 SHERWOOD WAY        |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | SAN ANGELO               |                                  |                  | <b>Dealer State</b>                  | TX                  | <b>Dealer Zip</b> 76901 |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | SAN ANGELO TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                           |                                  |
|-----------------------------------------------------------|----------------------------------|
| Product - Unknown - Unknown - Fire - Engine Compartment   | Unknown/Fire/Engine Compartment/ |
| 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?

Caller [REDACTED] is calling in and alleges the vehicle caught on fire

Preferred [REDACTED] Best number

Alternate: [REDACTED]

2. What happened?

Caller stated that the engine caught on fire in the engine and when the electrical system did not work, caller alleges that the doors would not unlock and the daughter was in the vehicle.

3. What is the current location of the vehicle?

Caller [REDACTED] stated the vehicle is at their friend s house at:

[REDACTED]  
San Angelo TX  
[REDACTED]

SA Terry called stating the vehicle is at the DLR and diagnosed.

SA states the alternator was smoking, and he does see where alternator got hot and left a hot spot.

SA states no other codes and alternator needs replaced.

If further questions please contact SA Terry ALL AMERICAN CHRY-JEEP-DODGE OF 43138.

ALL AMERICAN CHRY-JEEP-DODGE OF CJDTR  
4310 SHERWOOD WAY SAN ANGELO TX 76901 325-944-0611

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

5/13/14 ASSIGNED TO RLG92. PAG

CAIR NUMBER 24971978 REQUEST EAA INSPECTION 05-13-2014 13:26

CAIR NUMBER 24971978 E-MAIL SENT TO EAA 05-13-2014 13:27

CCRG Open Date: 05/13/2014 08:27:54

Letter Sent: Acknowledgement 05/14/2014 11:01:56

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |                  |                                      |                     |                         |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG2              | CH [REDACTED]                    | <b>Open Date</b> | 05/06/2014                           | <b>Built Date</b>   | 08/31/2011              |
| <b>Model Year</b>     | 2012                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 09/01/2011             | <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>          | PDM                    | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 43306                  | HERMAN JENKINS MOTORS INC        |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 2030 WEST REELFOOT AVE |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | UNION CITY             |                                  |                  | <b>Dealer State</b>                  | TN                  | <b>Dealer Zip</b> 38261 |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | ROADSIDE                |
| <b>Address</b>        | N/A                    |                                  |                  |                                      | <b>Home Phone</b>   |                         |
|                       | UNION CITY TN x        |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                         |  |
|-------------------------------------------------------------------------|--|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default |  |
| Corporate - Survey By-Pass - Default - Default - Default                |  |

Roadside Assistance Contacted - DATE : 2014-05-06  
 Road Side File Created 05-06-14 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 1601 E MAIN ST 2030 WEST REELFOOT AVE  
 FORD ST  
 UNION CITY UNION CITY  
 TN USA TN  
 APT,CX WILL ANNOUNCE // ALTERNATOR & BATTERY PROBL  
 DEALER CODE : 43306 HERMAN JENKINS MOTORS INC  
 Closing cair as this vehicle is outside parameters.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG2  | BH [REDACTED]                    | <b>Open Date</b> | 05/06/2014                           | <b>Built Date</b> | 02/22/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/27/2011 | <b>Mileage</b>                   | 61,327           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PSC        | BILLET METALLIC 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> | LETTER        |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | ALEXANDRIA LA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                                                        |
|-----------------------------------------------------------------------|--------------------------------------------------------|
| Recall - P08: HEADLAMP WIRING - Information Request                   | HEADLAMP WIRING                                        |
| Product - Electrical - Battery - Other - Default                      | customer seeking reimbursement for battery/ alternator |
| Corporate - Survey By-Pass - No Response - Default - Default          |                                                        |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default |                                                        |

Briefly summarize why the customer is contacting Chrysler:  
customer confirmed he received his recall notice for recall #P08.  
customer stated that they already had the wiring harness replaced in the vehicle.

customer stated this recall issue also caused defeciences with his battery and alternator causing them needing to be replaced as well.  
customer would like to be reimbursed for all these items.

Agent informed customer that the recall is addressing the headlamp wire harnesses and headlamp housing.

Agent advised customer that agent can not guarantee they will be reimbursed for these additional items, agent advised included all receipts and repairs orders involving the concern, and brief description as to why they are seeking reimbursement for these items, so everything can be reviewed.

Customer understood and thanked agent.

Briefly summarize what the customer is expecting:

Customer is seeking recall reimbursement information.

POSTMARK DATE: 050914; DATE RECEIVED: 051314

Confirm name and address matches COIN & HPIMS: yes

Any open recalls: P08

Name of person writing in: [REDACTED]

Does customer have an e-mail address: [REDACTED]

Concern: seeking reimbursement for the P08 and other repairs

Reviewed previous files: no

Case requires additional research.

As per ACDoc#24183, the P08 recall shows the following information:

Repair:

All vehicles must have the headlamp wire harnesses inspected and replaced if necessary. If the headlamp housing is melted, it must also be replaced.

Writer will contact All Star for information in regards to repairs completed.

Customer called in looking for an update.

Agent advised customer that our reimbursement team is looking over this case right now and they will be notified about this when there has been

an answer made up.

Writer spoke to Cameron at dealership at 318-445-1486. Cameron checked with his technician and was advised there is no way the wiring melting could short out and damage either the alternator or the battery.

Invoice submitted from O Reilly Auto states that invoice is a quote for four headlamp bulbs. Writer is unable to reimburse customer unless the original invoices and proof of payment are submitted for review.

\*\*\*\*\*

NEXT AGENT: If customer calls in please advise of lines 39-44.  
Reimbursement denied.

Writer will contact customer to advise of lines 39-44.

NEXT AGENT: If customer calls in please advise of lines 39-44

...

NEXT AGENT: If customer calls in please advise of lines 39-44.  
Reimbursement for this VIN submission denied.

.....

The customer called back and the agent advised the customer of lines 39-44. The customer grew irate and demanded all his receipts back and would like to speak to a supervisor.

\*\*\*Supervisor Call\*\*\*

Outbound call to [REDACTED] and spoke to customer s wife and was advised that I need to speak to the husband and he is not available right now. It is best to call him in the morning as he works in the afternoon.

Supervisor advised that I will call again in the morning.

\*\*\*Supervisor Call\*\*\*

Outbound call to [REDACTED] and left a message advising of attempted contact.

\*\*\*Supervisor Call\*\*\*

Outbound call to [REDACTED] and left message advising of attempted contact.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |                  |                                      |                   |            |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG6              | BH [REDACTED]                    | <b>Open Date</b> | 05/06/2014                           | <b>Built Date</b> | 03/25/2011 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/30/2011             | <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>          | PRY                    | REDLINE 3 COAT PEARL             |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 45375                  | CARL HOGAN AUTOMOTIVE, INC.      |                  |                                      |                   |            |
| <b>Dealer Address</b> | 2335 HIGHWAY 45 N      |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | COLUMBUS               | <b>Dealer State</b>              | MS               | <b>Dealer Zip</b>                    | 39705             |            |
| <b>Owner</b>          | [REDACTED]             |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]             |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | COLUMBUS MS [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                            |                                         |
|----------------------------------------------------------------------------|-----------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Customer states his altenator burnt up. |
| Corporate - Property Damage - Default - Default - Default                  |                                         |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default              |                                         |

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

Briefly summarize why the customer is contacting Chrysler:  
 Customer stated that his altenator burnt up. Customer seeking cost assistance. Agent contacted DLR and spoke to Barry SA he stated once they figure out what they need they will contact the customer.

Briefly summarize what the customer is expecting:

Customer seeking cost assistance.

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

Customer is calling because the vehicle is at DLR 45375 and has been diagnosed. Customer states that the vehicle required a new battery and alternator.

Agent called and left message for SM at DLR 45375 requesting a callback.

Agent advised customer that a callback was needed. Customer understood and states that the best number to contact back is [REDACTED]

\*\*Next Agent\*\*

Please document diagnosis of vehicle and inquire about cost assistance for the customer.

Reason for Dealer Contact: To inquire about cost assistance and diagnosis

Dealer Code: 45375

Dealer Personnel Required: Service Manager

Customer s Preferred Method of Contact: Phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: [REDACTED]

Reason for assigning to Resolution Team: DLR didn t call back before the end of agents shift

Assigned to 86T

DEALERSHIP CONTACT: CARL HOGAN AUTOMOTIVE, INC at 662-328-4351 Left a message requesting a return call from SM Barry at 1-855-675-9291 ext 4718201, with information on the diagnosis of the customer s vehicle.

DEALERSHIP CONTACT: CARL HOGAN AUTOMOTIVE, INC at 662-328-4351 Spoke with SM Barry, who states the customer s vehicle is no longer at his



dealership, as the customer picked up the vehicle and took it to an independent shop. SM Barry states they were looking at providing cost assistance when the customer picked up the vehicle. SM Barry states they advised the customer of open recall P08 and advised that it is very important that he get it completed, but the customer did not seem to mind.

Agent thanked SM Barry for his assistance.

Status update provided via email to the following email address:

[REDACTED]

Hi

My name is Linda, and I have been assigned your file to follow up with CARL HOGAN AUTOMOTIVE, INC regarding your 2011 DODGE CHARGER SE RWD FOUR DOOR SEDAN.

I have been advised by Service Manager Barry that you picked up your vehicle from their dealership before a repair could be completed, and took it to an independent repair facility.

I apologize for any inconvenience you have had, but we will not be able to provide any cost assistance to you at this time, as the vehicle must be at an authorized Chrysler Jeep Dodge dealership before any assistance can be considered.

If you have any further questions or concerns, please don't hesitate in contacting Dodge at 1-800-423-6343.

Thank You,

Linda

End of Status Update

\*\*\*\*\*Reassigned to JK671 for Survey By-Pass\*\*\*\*\*

No repair

---

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 05/06/2014                           | <b>Built Date</b> | 05/03/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 05/03/2011 | <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>         | PW7        | BRIGHT WHITE 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]    |
|                | FRESNO CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                           |
|---------------------------------------------------------------------------|-------------------------------------------|
| Dealer - By-Pass - Default - Default - Default                            | Customer states alternator is not working |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer states alternator is not working |
| Product - Electrical - Battery - Defective - Default                      | Customer states battery is not working    |
| Product - Unknown - Unknown - Fire - Engine Compartment                   | Customer states fire coming from engine   |
| Corporate - Property Damage - Default - Default - Default                 |                                           |
| Product - Unknown - Unknown - Fire - Unknown                              |                                           |

1. Who is calling and what is their contact information? Owner of vehicle Preferred: [REDACTED]

2. What happened? Customer advises that while driving there was a fire under the hood, smoke coming from the dash with dash light flashing on and off. The vehicle is inopprable. Writer advised customer of open recalls. Writer transferred customer to dealer.

3. What is the current location of the vehicle? At customer s home. Customer is having vehicle towed to dealer code 45598. CLOVIS CHRYSLER DODGE JEEP RAM CJDTR 395 W HERNDON AVE CLOVIS CA 93612 559-326-1600

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

5/6/14 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 05-06-2014 15:46

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 05-06-2014 15:46

Customer contacted back in to let us know that the person he has problems with from one DLR also owns the other DLR across town. Customer states that the DLR wants to charge him a diagnostic fee to diagnoses the alternator. Customer believes that alternator should be covered under the recalls. Customer believes that the DLR should bring in a specialist to look at his vehicle.

Agent advised the customer that he would have to cover the diagnostic fee himself. Agent offered to look for another DLR but refused.

CCRG Open Date: 05/06/2014 15:42:25

Letter Sent: Acknowledgement 05/07/2014 10:23:15

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/08/14 AT 12:47:11 [REDACTED]

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

Dealer - By-Pass

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):Y

If no, customer s current address:

Customer s current phone number (Daytime) [REDACTED]

Customer s current phone number (Evening) [REDACTED]

Customer s email address [REDACTED]

Any additional information: Customer would like an update on his case.  
CAIR assigned to 82S for contact request.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

5/12/14 UPDATED CCRG FILE & CASE MANAGER. PAG \_

Letter Sent: Denial 05/12/2014

Dealership contacted Chrysler seeking an update on the case. Agent advised that a denial letter has been sent as of 05/12/2014. SM advised that he would complete the two recalls and let the customer receive the letter

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N):Y

If no, customer s current address:

Customer s current phone number: [REDACTED]

Customer s email address [REDACTED]

Any additional information: Customer would like an update on his case.  
CAIR assigned to 82S for contact request.

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

Dealer - By-Pass

Customer is seeking clarification and answers. Says has not heard anything from previous agents and doesn t know what is going on with Case.

Per OGC Matrix, reassigned to 82T.

5/14/14 UPDATED CCRG FILE & CASE MANAGER. PAG

bh578218

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                    | <b>Open Date</b> | 05/06/2014                           | <b>Built Date</b> | 01/31/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 05/30/2011 | <b>Mileage</b>                   | 60,000           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PSC        | BILLET METALLIC CLEAR COAT       |                  |                                      |                   |             |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT 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]    |
|                | REDLANDS CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                     |
|---------------------------------------------------------------------------|---------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator went out |
| Dealer - By-Pass - Default - Default - Default                            |                     |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall            |                     |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding a concern with the vehicle, customer states the alternator went out on the vehicle and it caused the battery sensor to become melted. Customer states the vehicle is at the dealer however the part is on backorder.

Briefly summarize what the customer is expecting: Customer is looking to expedite this backorder.

Agent advised customer there is a recall on the vehicle for headlamp wiring. Agent spoke to the Service Manager at JCD of Ontario (24105) and was advised of the following information:

Part#: 4692269AH

Part Description: Battery temperature sensor

Order#: \$36375

Agent advised the customer that this case will be sent to the backordered parts team and should respond to the customer within 4-5 business days, agent advised if there is an update the customer will be receiving a callback sooner.

Writer contacted JCD of Ontario (24105) and spoke with Service Manager.

Service Manager stated part information for order is as follows:

Part#: 4692269AH

Part Description: Battery temperature sensor

Order#: \$36375

ETA: N/A

Is customer in rental? No

If yes, who authorized rental? N/A

Is the vehicle off road? Yes

Order type: VOR

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.

Assigned case to 96W for handling.

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

PARTS EXPEDITING for

Part#04692269AH,Order#\$36375,OMC#89061135

on 2014-05-06 @ 17:36

\*\*\*\*\*96W TRIAGE TEAM\*\*\*\*\*

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

PARTS EXPEDITED ON: 5/6/14

PART NUMBER: 04692269AH

PART DESCRIPTION: SENSOR

ORDER NUMBER: \$36375

NUMBER OF DEALERS WITH PART: 15

CUSTOMER IN RENTAL (Y OR N): N

ASSIGN TO: RN721

\*\*\*\*\*END OF TRIAGE\*\*\*\*\*

\*\*\*\*\*96W PARTS UPDATE \*\*\*\*\*

Writer checked GPOP and found part 04692269AH status as B/O - PST

ETA for part is PROM DATE 07/07/14 .

\*\*\*\*\*END OF UPDATE \*\*\*\*\*

D2D request sent today to FO507

\*\*\*\*\*96W PARTS UPDATE \*\*\*\*\*

D2D SENT FOR PROCESSING

\*\*\*\*\*END OF UPDATE \*\*\*\*\*

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

[REDACTED] . Left message on voice mail advised once ETA has been confirmed will call back.

\*\*\*\*\* START OF SUPPORT ESCALATION by T3755BF\*\*\*\*\*

\*\*\*\* Update from Expediting Team for \*\*\*\*

Part#04692269AH,Order#\$36375,OMC#89061135

UPS TRACKING # 1Z5E84580196150762 has been created for dealer to dealer shipment of PN 04692269AH. ETA to receive part is 1-2 business days.

\*\*\*\*\* END OF SUPPORT ESCALATION \*\*\*\*\* by T3755BF

\*\*\*\*\* START OF SUPPORT ESCALATION by T3755BF\*\*\*\*\*

\*\*\*\* Update from Expediting Team for \*\*\*\*

Part#04692269AH,Order#\$36375,OMC#89061135

UPS TRACKING # 1Z5E84580196150762 indicates part in transit to dealer with a Scheduled Delivery: Thursday, 05/08/2014, by 10:30 A.M.

\*\*\*\*\* END OF SUPPORT ESCALATION \*\*\*\*\* by T3755BF

\*\*\*\*\* START OF SUPPORT ESCALATION by T3755BF\*\*\*\*\*

\*\*\*\* Update from Expediting Team for \*\*\*\*

Part#04692269AH,Order#\$36375,OMC#89061135

UPS TRACKING # 1Z5E84580196150762 indicates part delivered to dealer THURS 08-May-2014 / 9:57 AM; Signed for by JOSE

\*\*\*\*\* END OF SUPPORT ESCALATION \*\*\*\*\* by T3755BF

909-390-9898 CM contacted parts spoke with PA Marcell he states part has arrived.

[REDACTED] CM contacted customer left voice mail message advised customer part has arrived and can contact dealership to setup an appointment.

OMC# 89061135Order# \$36375 FOR PN: 04692269AH IS RESOLVED

[REDACTED] CM contacted customer regarding status of repairs. Not able to leave message full mail full.

909-390-9898 CM contacted service spoke with SA Amanda states vehicle has been repaired.

[REDACTED] CM contacted customer someone answered and states wrong number. Closing case

---



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                    | <b>Open Date</b> | 05/08/2014                           | <b>Built Date</b> | 06/06/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 06/16/2011 | <b>Mileage</b>                   | 78,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                           |                                 |     |                   |                     |               |
|-----------------------|---------------------------|---------------------------------|-----|-------------------|---------------------|---------------|
| <b>Dealer</b>         | 44264                     | SPARTANBURG CHRYSLER DODGE JEEP | INC |                   |                     |               |
| <b>Dealer Address</b> | 1035 NORTH CHURCH ST EXT  |                                 |     |                   |                     |               |
| <b>Dealer City</b>    | SPARTANBURG               | <b>Dealer State</b>             | SC  | <b>Dealer Zip</b> | 29303               |               |
| <b>Owner</b>          | [REDACTED]                |                                 |     |                   | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                                 |     |                   | <b>Home Phone</b>   |               |
|                       | SPARTANBURG SC [REDACTED] |                                 |     |                   | <b>Country</b>      | UNITED STATES |

|                                                                    |                                              |
|--------------------------------------------------------------------|----------------------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Information Request | Customer requests recall information on VIN. |
| Recall - P08: HEADLAMP WIRING - Information Request                | Customer requests recall information on VIN. |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to request recall information on VIN, following receiving a recall notice mailer.

Briefly summarize what the customer is expecting: Customer is expecting to receive recall information on VIN. Customer states vehicle has been previously repaired for a similar issue. Agent was able to provide customer with email for recall reimbursement document submission. Customer was transferred to S.A. Todd at DLR #44264 to schedule recall repair appointment for VIN.

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

[REDACTED] on 2014-05-08 @ 13:26

Reassigned to 86Y for document recall reimbursement request.

Briefly describe why the customer is calling: Customer is contacting Chrysler regarding: an alternator or electrical problem with her vehicle.

Briefly describe what the customer is expecting: Customer is expecting information. Customer states that she would like to have this complaint documented as she is seeing a lot of other complaints on the internet.

Customer is wondering if there is a recall for this issue. Agent informed customer of 2 open recalls both unrelated to the alternator.

Customer states her battery went into battery save mode and then started smoking and now the vehicle is being towed to the DLR. Agent informed customer that basic warranty is expired, this issue may not be covered. Customer understood and is just seeking this to be documented. Agent reassured customer this is documented. Customer thanked for assistance. Writer contacted customer at Phone No : [REDACTED]. No answer. Writer left message for return call at phone #800-247-9753.

NEXT AGENT: If customer calls please ask if documents have been sent for review.

No documents attached.

Writer will close.

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

[REDACTED]

|                       |                          |                                  |                  |                                      |                     |               |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG2                | BH [REDACTED]                    | <b>Open Date</b> | 05/09/2014                           | <b>Built Date</b>   | 05/26/2011    |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 06/06/2011               | <b>Mileage</b>                   | 64,170           | <b>Dealer Zone</b>                   | 51                  | CHICAGO       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PDM                      | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 54604                    | OLIVER C JOSEPH INC              |                  |                                      |                     |               |
| <b>Dealer Address</b> | 3795 WEST STATE ROUTE 15 |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | BELLEVILLE               | <b>Dealer State</b>              | IL               | <b>Dealer Zip</b>                    | 62226               |               |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | FAX           |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | NEW ATHENS IL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                   |                                 |
|-------------------------------------------------------------------|---------------------------------|
| Recall - P08: HEADLAMP WIRING - Reimbursement                     | Customer seeking reimbursement. |
| Corporate - Survey By-Pass - No Documentation - Default - Default |                                 |

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement on recall P08. Customer had the recall completed through her Service Contracts, before recall P08 came out.

Briefly summarize what the customer is expecting: Agent advised that reimbursement can be looked into. Agent advised of fax number and information on AC# 17420.

POSTMARK DATE: 053014; DATE RECEIVED: 053014

Reassigning to 86Y.

Writer acknowledges assignment and that documents are present.

Customer has submitted an invoice for a battery, alternator replacement.

This is not recall related to a headlamp wiring harness.

CUSTOMER CONTACT: Writer called [REDACTED] [REDACTED]. Writer provided case # and US CAC for contact.

\*\*\*\*\*AGENTS: Please DECLINE the Customers request for recall reimbursement. the alternator and battery replacement is not related.

Vehicles are built that if the wires shorted out it would blow the fuse before it ever affected battery/alternator. The fuse acts as a fail safe.

Owner called seeking information on reimbursement.

Agent advised of lines 14-17, owner stated there is another receipt showing the replacement of lights.

Owner stated she will call back with more information.

Writer acknowledges update. Writer will wait for additional documents.

No additional documents.

No additional documents.

No additional documents.

No additional documents.

No additional documents.

No additional documents.

No time to call Customer today.

CUSTOMER CONTACT: Writer called [REDACTED] [REDACTED]. VOICEMAIL.

Writer provided case# and US CAC for contact. Writer advised case will close automatically in two days but can be re-opened or accessed as needed.

Reassigning to JK671 for Survey Bypass - No Documents Received.

POSTMARK DATE: 072314; DATE RECEIVED: 072314

Briefly summarize why the customer is contacting Chrysler: Customer called stating she submitted more receipt information about reimbursement. Agent informed customer that there has not been more documents received at this time.

Briefly summarize what the customer is expecting: Customer seeking information about reimbursement papers being received.

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

[REDACTED]

|                       |                             |                                  |                  |                                      |                   |            |
|-----------------------|-----------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG9                   | BH [REDACTED]                    | <b>Open Date</b> | 05/12/2014                           | <b>Built Date</b> | 01/06/2011 |
| <b>Model Year</b>     | 2011                        | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 05/13/2011                  | <b>Mileage</b>                   | 36,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PRY                         | REDLINE 3 COAT PEARL             |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                         | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 60009                       | CENTRAL FLORIDA CHRY JEEP DODGE  |                  |                                      |                   |            |
| <b>Dealer Address</b> | 8675 COMMODITY CIRCLE       |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | ORLANDO                     | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 32819             |            |
| <b>Owner</b>          | [REDACTED]                  |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                  |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | WESLEY CHAPEL FL [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

Corporate - Product Information - Default - Default - Default | Customer received discourteous service at 41383

Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because he had received discourteous service from dealership (41383) on Saturday, May 10th, last as the alternator and battery went completely dead in the vehicle.

Briefly summarize what the customer is expecting: Customer was expecting to document his concerns regarding the dealership (41383). Agent offered to telephone the dealership (41383) for the customer but the customer indicated that he would be going there in person to speak to someone.

Customer indicated his vehicle is currently at dealership (60009) but will be taking to an IRF for the repairs.

Agent advised the customer of the recall (P08) and also updated COIN, customer information.

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

[REDACTED]

|                       |                         |                                   |                  |                                      |                     |                   |       |
|-----------------------|-------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 2B3CL3CGX               | BH [REDACTED]                     | <b>Open Date</b> | 05/12/2014                           | <b>Built Date</b>   | 06/20/2011        |       |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                       | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                   |       |
| <b>In Service Dt</b>  | 06/23/2011              | <b>Mileage</b>                    | 48,000           | <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>         | ERB                     | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |                   |       |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |                   |       |
| <b>Dealer</b>         | 49903                   | M FRANICH CPD/AVIS                |                  |                                      |                     |                   |       |
| <b>Dealer Address</b> | PO BOX 651              |                                   |                  |                                      |                     |                   |       |
| <b>Dealer City</b>    | PARSIPPANY              |                                   |                  | <b>Dealer State</b>                  | NJ                  | <b>Dealer Zip</b> | 07054 |
| <b>Owner</b>          | [REDACTED]              |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE         |       |
| <b>Address</b>        | [REDACTED]              |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]        |       |
|                       | HEMPSTEAD NY [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES     |       |

|                                                                                             |                                     |
|---------------------------------------------------------------------------------------------|-------------------------------------|
| Product - Electrical - Battery - Other - Default                                            | customer has battery issues         |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default                   | customer has issues with alternator |
| Recall - P08: HEADLAMP WIRING - Information Request                                         | seeking recall information          |
| Service Contract - Used Contract Coverage - Limited Warranty - Component Coverage - Default | seeking what his SC covers          |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking SC warranty coverage for his issues with his vehicle. Vehicle towed for the alternator, alternator has now ruined the battery, wants to know what is covered under his SC. Agent contacted dealership (GARDEN CITY CJD 516-483-2700) and spoke to service about completing customers recall. Agent left voice mail at service department asking if they could repair the recall P08 on the vehicle while it is still there. Briefly summarize what the customer is expecting: to seek his SC coverage and get his recall done



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                    | <b>Open Date</b> | 05/12/2014                           | <b>Built Date</b> | 01/20/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/28/2011 | <b>Mileage</b>                   | 61,452           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC 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> | LETTER        |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | MEXIA AL [REDACTED] | <b>Country</b>      | UNITED STATES |

Recall - P08: HEADLAMP WIRING - Consequential Expenses Not Covered

Customer is seeking reimbursement for consequential damage

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she is seeking reimbursement for a recall repair. Customer states that about 6 months. Customer states that the wiring harness caused the alternator and battery to go out. Customer is seeking reimbursement for the consequential damage.

Briefly summarize what the customer is expecting: Customer is expecting reimbursement.

Agent advised customer that we do not reimburse for consequential damage. Agent advised customer of the submission address for reimbursement so that we can review for possible reimbursement of her headlamp wiring harness.

Agent reassigned to NC603 for survey by-pass.

JG1834 if customer is sending in for recall reimbursement please reassign to 86Y.

Reassigned to 86Y as per NC603.

Writer attempted to contact customer, left voicemail with direct line for callback.

Writer attempted to contact customer, left voicemail with direct line for callback.

Customer contacted writer and inquired if paperwork had been received.

Writer told customer that no paperwork had been received and provided fax number so customer could send additional copies. Customer thanked writer and terminated the call.

Fax received with necessary paperwork.

Writer contacted SM who talked with technician and advised that the alternator and battery were not related to the faulty headlamp in any way. Writer thanked SM and terminated call.

Writer attempted to contact customer, left voicemail with direct line for callback.

POSTMARK DATE: 062714; DATE RECEIVED: 062714

Customer contacted writer and writer advised that the alternator and battery were not related to the headlamp and could not be reimbursed.

Writer offered to cover the labor and parts for the headlamp repair, totaling \$111.50. Customer made it clear that she still believes the repairs were related and said she would call the dlr and try to figure it out. Writer advised that both the SM and technician advised that the repairs were not related. Customer thanked writer for help, stated that she would call back after talking to the dlr, and terminated the call.

Writer attempted to contact customer to inquire if customer had contacted dlr for more info. Writer left voicemail with direct line for callback.

[REDACTED] (customer's wife) contacted writer and said that she will need one more day to contact dlr and inquire about alternator and battery

being linked to the headlamp malfunction. Writer encouraged customer to do so but warned that writer had talked to both SM and technician who both said that they were not related. Customer understood, thanked writer, and terminated the call.

Writer contacted customer who stated that dlr has not responded to her calls and customer will just accept the reimbursement for the headlamp, totaling \$111.50. Writer confirmed address, advised customer to allow two weeks for check to arrive, and terminated call.

---

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

[REDACTED]

|                       |                             |                                   |               |                                      |            |
|-----------------------|-----------------------------|-----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2C3CDXBG9 CH [REDACTED]     | <b>Open Date</b>                  | 05/12/2014    | <b>Built Date</b>                    | 10/31/2011 |
| <b>Model Year</b>     | 2012                        | <b>Body</b>                       | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 03/24/2012                  | <b>Mileage</b>                    | 48,916        | <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>         | ERB                         | 3.6L V6 24V VVT ENGINE            |               |                                      |            |
| <b>Transmission</b>   | DFG                         | 8-SPD AUTO 8HP45 TRANS (BUY)      |               |                                      |            |
| <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]    |                                      |            |
|                       | FLORISSANT MO [REDACTED]    | <b>Country</b>                    | UNITED STATES |                                      |            |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

Alternator

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his vehicle is having an electrical issue. Customer states that he has been to the DLR 7 times for electrical issues. Customer states that this is a new issue. Customer states that he had the battery tested today with no issues. Customer states that he took the battery back home and put in the vehicle. Customer states that he started the vehicle and the battery light came on and the alternator started to smell.

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

Agent advised customer that a diagnosis is needed.

Customer: [REDACTED] calling to speak with CM; Writer transferred customer to brand line.

Customer Alternator and battery has been fried. Customer went to KB Performance. [REDACTED] is where he can be reached. Agent advised the Customer that she will document the 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]

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (No) Customer had an IRF do the diagnosis as he is fed up going to the Dealership

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

Reassigned to 88F

Agent could not send it up as the file is in the TL s nic

Customer: [REDACTED] calling to speak with CM; NC603 Writer transferred customer to brand line.

Customer is calling to speak with NC603 .

Customer stated he was on the line and was told he was being transferred to Nick.

Agent informed customer that their is not a direct extention for NC603 .

Customer is requesting to be contacted back at phone number: [REDACTED]

Agent advised customer this will be noted on the file.

Supervisor called customer and left a voicemail for customer advising that we cannot research the case further untill a recent diagnosis is done at a CDJ dealership. Case will be closed untill the vehicle is at a

CDJ dealer.

Writer spoke with customer saying that he would like to speak with NC603. Stated I do not have an extension I can transfer him over to. Stated what I can do is send this case over and a CM will contact him.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
Survey By Pass - No Diagnosis

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED].

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

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

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

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

Reassigned to 88F

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

First contact update:

Status update provided via email to the following email address:

[REDACTED]  
My name is Denny and I have been assigned as your case manager. Here is some information

that may be helpful to you. My contact information: 800-763-8422 Ext 66071. My hours in the office: 7am to 3:30pm Mountain time. I will review your case and contact you within one business day.

End of Status Update

Agent received call from customer. Customer states having electrical issues and customer is at his wits end with this vehicle. Customer states he was going to take vehicle to an IRF but was told by NC603 that vehicle would have to be taken to dealership in order for Chrysler to assist.

Customer states vehicle is on its way to All Star today. Agent states to customer will give dealer a couple of days to diagnose vehicle and will follow up with dealer and then customer. Follow up 5/16/2014

Agent received call from customer. Customer is very upset. Customer states he got a call from Katie and was told that customer needs to bring the original battery in before dealer will be able to do anything.

Customer states the vehicle has sit there without dealer doing anything and now they call wanting the battery. Customer states the dealer will not take the work of the IRF that the battery is bad. Customer states he had vehicle towed to dealer and didn't think to put the original battery in with vehicle and that's his fault. Customer states his daughter has the same year and same model and she has had her alternator replaced. Customer states he has seen many complaints on the internet with this year and model with electrical problems. Customer states he does not even want the vehicle anymore. Agent apologized to customer and states that he wants to try and get customer's issues resolved. Customer states he will be back at dealer with battery in about a half hour. Agent states to customer if they have to put new battery in that agent will do what he can to assist with the cost of the repair. Customer states he knows it's the alternator that is draining the battery. Agent will follow up with dealer after customer returns with the battery.

Agent contacted dealer and spoke with SA Katie. Agent requesting information on customer vehicle. Katie states vehicle was towed in on the 14th with no battery and belt was removed as well. Katie states vehicle mileage when towed in was 48916. Katie states that customer has sense brought battery in today and they currently have battery on the charger. Katie states that is where they are at right now. Agent request that Katie contact him back once they have a diagnosis. Katie to contact information.

Caller [REDACTED] requesting to speak with Case Manager transferred to nic DH878

Agent received call from customer. Customer states to agent if he has heard anything yet. Agent states that as soon as dealer knows something that Katie was going to contact agent back. Agent states as soon as he hears anything then he will get back with customer. Customer thanked agent and call was ended.

Agent received call back from SA Katie. Katie states they are going to replace the alternator. Katie states battery is fine. Katie states the alternator is running hot. Katie states customer agreed to a \$100.00 co-pay and dealer is goodwill the rest. SA states vehicle repairs should be completed today. Agent states will give customer time to test

vehicle and follow up with customer next week. 5/21/2014

Agent attempted to reach SA Katie to check on repairs to customer vehicle. Agent left message with contact information requesting a return call.

Agent contacted dealer and spoke with SA Katie. Agent request update on customer vehicle repairs. SA states repairs were completed and customer picked vehicle up on 5/17/2014. SA states she has not heard back from customer. Agent to follow up with customer 5/23/2014 to verify repairs. Agent attempted to reach customer to verify repairs. Agent left message requesting a return call. Follow up 5/28/2014

Agent contacted customer to verify repairs. Customer states everything seems to be fine so far. Agent states to customer with his permission agent will close case. Customer thanked agent for everything he s done and gave permission to close case. Agent states to customer if any further concerns to contact agent back. Agent thanked customer and call was ended.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

---



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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG4  | BH [REDACTED]                      | <b>Open Date</b> | 05/13/2014                           | <b>Built Date</b> | 01/28/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/05/2011 | <b>Mileage</b>                     | 50,000           | <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>        | ERB        | 3.6L V6 24V VVT 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] |
|----------------|------------|-------------------|------------|

|                             |                |               |
|-----------------------------|----------------|---------------|
| ST PETERSBURG FL [REDACTED] | <b>Country</b> | UNITED STATES |
|-----------------------------|----------------|---------------|

Recall - P08: HEADLAMP WIRING - Information Request

Customer has Electrical issue with the Vehicle

Briefly summarize why the customer is contacting Chrysler:

Customer states while driving her Vehicle to a gas station, upon her departure from the station all sensor lights on the vehicle started to flash and the vehicle had ceased operations.

Customer states had her vehicle towed to local IRF (Golf Port Paintshop - (727)-323-5274) which cost \$70

Customer states vehicle suffers from - IRF description - Drained battery, Headlight issue, as well as Alternator imoperatable

Briefly summarize what the customer is expecting:

Customer seeking cost reimbursement for towing as she is having her vehicle towed to Dealer (42431)

as well as possible cost of repair.

Agent advised customer at this time any type of reimbursement could not be awarded as there has yet to be a diagnosis on the vehicle to determine the cause of the issues.

Agent contacted to DLR(42431) spoke to SA Matt who advised the customer may have her vehicle towed at anytime and work would be started promptly.

Agent advised customer of information and customer will have her vehicle towed within twentyfour hours.

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

[REDACTED]

|                      |                         |                                  |               |                                      |            |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG2 CH [REDACTED] | <b>Open Date</b>                 | 05/14/2014    | <b>Built Date</b>                    | 08/01/2011 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 11/15/2011              | <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>         | PW7                     | BRIGHT WHITE 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> | LETTER        |
| <b>Address</b> | [REDACTED]             | <b>Home Phone</b>   | [REDACTED]    |
|                | ELM MOTT TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                 |                                                      |
|-----------------------------------------------------------------|------------------------------------------------------|
| Recall - P08: HEADLAMP WIRING - Reoccurrence or Related Problem | Customer request information on document submission. |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall  | Customer requests recall information on VIN.         |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to request recall information on VIN, and to request information on related previous repair document submission. Customer states previous repair on headlamp wiring harness was completed last year, when vehicle s alternator, head lamp, and battery required replacement. Customer states vehicle is currently at dealership having recall inspection and repair completed.

Briefly summarize what the customer is expecting: Customer is expecting to receive recall information on VIN, and to receive information on related previous document submission. Agent contacted S.A. Gus at DLR # 45456. S.A. Gus at DLR # 45456 states vehicle will be inspected today for need of possible recall repair. Agent provided customer with case number and requested customer callback when diagnostic for vehicle is completed. Agent provided customer with fax number to allow submission of previous related recall repair documents as per AC ID: 18891.

Reassigned to TL for ByPass Ch1011.

Customer calling in today to see if the documents he faxed had been received. Agent informed customer they may have been received but it has not been noted on file yet.

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

Survey By Pass - No Diagnosis

POSTMARK DATE: 051514; DATE RECEIVED: 051514

-  
As per fax process.....

Reassigning to: 86Y

-  
Customer called to confirm we received the documents.

Agent advised we received, and it could take up to 60 days for reimbursement

Customer is calling in seeking an update for the reimbursment request.

Agent advised the Customer that the case has been escalated to the correct department and is under review at this time. Customer understood thanked Agent and ended call.

Vehicle is at the dealership - ALLEN SAMUELS DODGE CHRYSLER JEEP (45456)

Update triggered by S95673M

Agent reviewed the Invoices and found that the Invoices show Customer was charged for a battery replacement and alternator replacement.

The repairs would not be covered by the Recall (P08). Chrysler will not be able to reimburse for the repairs.

Agent advised that the Parts that were replaced would not be covered by

the P08 Recall.

Agent advised that the Fuses would hlp protect the Alternator from damages caused by the Wiring Harness shorting Out.

Closed CAIR.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG7  | BH [REDACTED]                    | <b>Open Date</b> | 05/14/2014                           | <b>Built Date</b> | 01/10/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/31/2011 | <b>Mileage</b>                   | 80,000           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|               |       |                              |
|---------------|-------|------------------------------|
| <b>Dealer</b> | 68543 | LOVE CHRYSLER DODGE JEEP LLC |
|---------------|-------|------------------------------|

|                       |                   |  |  |  |  |  |
|-----------------------|-------------------|--|--|--|--|--|
| <b>Dealer Address</b> | 1259 EAST MAIN ST |  |  |  |  |  |
|-----------------------|-------------------|--|--|--|--|--|

|                    |       |                     |    |                   |       |  |
|--------------------|-------|---------------------|----|-------------------|-------|--|
| <b>Dealer City</b> | ALICE | <b>Dealer State</b> | TX | <b>Dealer Zip</b> | 78332 |  |
|--------------------|-------|---------------------|----|-------------------|-------|--|

|              |            |                     |        |
|--------------|------------|---------------------|--------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | LETTER |
|--------------|------------|---------------------|--------|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                        |                |               |
|------------------------|----------------|---------------|
| EDINBURG TX [REDACTED] | <b>Country</b> | UNITED STATES |
|------------------------|----------------|---------------|

|                                                                   |                                               |
|-------------------------------------------------------------------|-----------------------------------------------|
| Recall - P08: HEADLAMP WIRING -                                   | Customer seeking reimbursement for recall P08 |
| Corporate - Survey By-Pass - No Documentation - Default - Default |                                               |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking reimbursement for the P08 recall that he had already completed in October 2013.

Briefly summarize what the customer is expecting: Customer is expecting to find out how he can apply for reimbursement. Customer states that when the head lamp wiring harness went in October they were driving at the time and it melted the wiring, overheated and destroyed the battery and alternator. Customer states he had to purchase and brand new battery and have the alternator rebuilt on top of replacing the head lamp wiring harnesses. Agent advised that the customer to submit all the documentation that he has for possible reimbursement. Agent advised the customer at there are 3 ways to submit documentation; customer said fax would be easiest for him. Agent advised that we will send case to reimbursement team and they will assess for possible reimbursement. Customer did not need any further assistance.

Reassign to 86Y

Documents have not been received.

Documents have not been received.

Documents have not been received.

Writer called customer at [REDACTED]. Customer was unavailable. Writer left a message that she was calling to see if he had sent in his documentaiton for his possible reimbursement. Writer said that if we have not received his documents in 2 days his case would be closed, however, a new case can be created when he is ready to send in his documents. Writer left her name, phone and extension number 4718211 for a call back. Writer left the fax number 877-768-5076.

Reassigning to JK671 for Survey Bypass - No Documents Received.

**Customer Assistance Inquiry Record (CAIR)#****25025310**

|                       |                         |                                  |                  |                                      |                     |                         |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG3               | CH [REDACTED]                    | <b>Open Date</b> | 05/15/2014                           | <b>Built Date</b>   | 03/07/2012              |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 03/08/2012              | <b>Mileage</b>                   | 48,359           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES             |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PDM                     | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 26743                   | RANCHO CHRYSLER JEEP DODGE       |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8010 BALBOA AVENUE      |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | SAN DIEGO               |                                  |                  | <b>Dealer State</b>                  | CA                  | <b>Dealer Zip</b> 92111 |
| <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 - Recall - Default - Default - Default          | Customer wanted to know if there was a recall on her vehicle. |
| Product - Electrical - Unknown - Defective - Default      | Customers vehicle will not start                              |
| Product - Drivability - Unknown - Other - Default         | alternator needs to be replaced                               |
| Product - Electrical - Starter - Other - Default          | starter needs to be replaced                                  |
| Corporate - E-Reimbursement - Default - Default - Default |                                                               |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to find out if she has any open recalls on her vehicle. Agent advised customer that at this time there are no incomplete recalls.

Briefly summarize what the customer is expecting: Customer is expecting to find out if she has any recalls on her vehicle. Agent advised customer that she did not currently have any recalls on her vehicle. Customer stated that 2 weeks ago her vehicle went into save battery mode and car jerked. Customer had insurance come inspect the vehicle when they noticed a smell. Insurance stated that it was an alternator. Customer had vehicle towed to a dealership. Dealership stated that it was not an alternator, it was an electrical issue. Agent advised customer that the vehicle would have to get over to CJDR dealership and be diagnosed before we can look into possible cost assistance. Agent provided customer with case number and advised her to contact us back once she had the vehicle diagnosed. Customer required no further assistance at this time.

Customer called back stating that they had the vehicle went to Rancho Chrysler Jeep in San Diego who advised that the vehicle needs a new alternator and a new starter.

Agent called Rancho and spoke with Dave in service who advised that they do get a fair number of these fleet vehicles from Police and they do replace a fair number of alternators.

Dave tried to connect agent to the tech because he felt customer may have done something to wear out the alternator. Dave states the starter could have failed because customer kept cranking the vehicle to get it to start.

Agent left voice mail for tech to please call and advise if there is something missing.

Agent advised customer that she would forward for review but could not promise assistanc.e



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 but dealership states that the vehicle is ready to pick up.  
Has the vehicle been diagnosed by a CDJ dealer? Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 26743  
Reassigned to 88F

Customer calls to speak with their Case Manager.  
Transferred the customer to NICU at ext insert extension  
Joey, SA from dealership (26743) calling Chrysler of the starter and alternator required for the vehicle.

Agent advised Joey, SA that the starter and alternator would not be covered but previous agent had sent this file up to case management for further review.

Customer called back and wanted to clarify somethings: Vehicle wanted to clarify that it is a push start and not a key turn start so she couldn't of turned it too many times.

\*\*\*\*\*CASE MANAGEMENT DISTRICT O\*\*\*\*\*

OOW out of basic warranty by 10,000 miles  
1 Chrysler vehicles in household, 0 new and 1 used  
MVP Contracts = no

Status update provided via email to the following email address:

[REDACTED]  
My name is Patty and I have been assigned as your Case Manager. This email is conformation that your case, [REDACTED] successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [REDACTED] within the one business day as promised. My office hours are 8am to 4pm MST, Monday Friday. My contact information is 800-763-8422 ext. 66116. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

End of Status Update

Writer contacted dealer spoke to Service Advisor Joey. SA stated the vehicle is with the customer. SA advised that the vehicle wasn't under warranty. SA stated to replace the starter and alternator. Update for mileage is 48359. SA confirmed that starter cost \$145.00 and alternator was \$505.00 also labor for both were \$411.50. Writer stated to call dealer 05/19.

Writer attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66116. The reason for the customer contact was to provide or request the following information: to follow up with repairs and see if customer is satisfied with repairs.

Writer received a callback from customer. Customer stated that the vehicle is repaired and working properly. Customer informed is not satisfied for paying repairs. Customer is requesting reimbursing for repairs. Writer advised will research more information about the case before any reimbursement. Customer stated no repairs have been made since customer purchased vehicle. Customer explained per dealer, the starter was damaged due to customer turning key switch to many times but customer explain the vehicle has a start button. Customer stated husband will contact writer with more pricing information by 05/19.

Writer contacted customer. Writer offered to reimburse customer for starter and alternator parts of \$650.00. Customer accepted the offer and requested writer send email. Writer verified home address and spelling of name. Writer advised customer of receiving check in 7 to 10 business days. Writer informed that case will be closed when check is send.

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

[REDACTED] on 2014-05-19 @ 16:58

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

[REDACTED] on 2014-05-20 @ 10:34

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

[REDACTED].com on 2014-05-20 @ 10:36

Writer received call from customer. Customers requesting another email for documents email [REDACTED]. Customer stated would like the check via FedEx. Writer apologized at the moment that won't be possible. Customer asked for fax number since email won't attach documents. Customer advised to give writer a callback within half an hour to confirm

if writer received fax.

Writer received callback from customer. Customer advised writer if Fax was available. Writer stated documents were received. Writer advised check will be send out 05/20. Writer also stated case will be closed.

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

ad1021@chrysler.com on 2014-05-20 @ 13:15

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

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Assistance with the alternator and starter

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

no

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

no

Enter the Mileage at the time of the repair.

48359

Enter the Date when the repairs were completed.

The 16 of May

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

Alternator \$505.00

Starter \$145.00

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

\$0.00

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$650.00

\*\*\*\*End structured narrative T2 - eReimbursement

Customer Document Reviewed.

Ok to complete reimbursement check process for the alternator and starter repairs

Check has been approved.

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

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 05/15/2014                           | <b>Built Date</b> | 07/25/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 07/26/2011 | <b>Mileage</b>                   | 74,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE 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]    |
|                | CHILDERSBURG AL [REDACTED] | <b>Country</b>      | UNITED STATES |

Corporate - Warranty Coverage - Default - Default - Default

warranty concern

Briefly summarize why the customer is contacting Chrysler: Customer is experiencing multiple issues with her vehicle.  
 Customer has a \$760.00 repair within 4 months of owning the vehicle.  
 Customer states she has had to pay for a battery.

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

Agent contacted: Left VM for SA Chris  
 Hendrick Chrysler Dodge Jeep Ram  
 1624 Montgomery Hwy  
 Hoover, AL 35216  
 (205) 909-2150

2011/74000

Does the customer have prior history with current issue? unknown  
 Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? unknown  
 Is the customer the original owner of this vehicle? no  
 Does customer have previous vehicle purchase history (new and used, household)? no  
 Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? no

NEXT AGENT OBTAIN DLR CALL BACK

Please seek diagnosis on vehicle, see if there is repair history.  
 Customer states she was promised coverage within the first few months of ownership, please check what the Customer is entitled to.  
 Customer does not meet cost assistance guidelines, Please see if DLR would assist.  
 Customer did mention the word 'goodwill' during initial phone call in, see if DLR referred customer to this.

Reason for Dealer Contact: Unable to contact DLR, TL429 away tmro  
 Dealer Code:60502

Dealer Personnel Required:SA Chris  
 Customer s Preferred Method of Contact:phone  
 Customer Phone Number (Morning) [REDACTED]  
 Customer Phone Number (Evening) [REDACTED]  
 Customer Email address:n/a

Reason for assigning to Resolution Team:Please see lines 25-32  
 Assigned to 86T  
 Called dealership 60502 to confirm details of diagnosis.

Asked for John Kelly. Spoke with Chris Coker Service Advisor

What is the diagnosis? Vehicle needs and alternator

Is the concern a result of misuse/abuse/lack of maintenance? No

Could the customer have caused/prevented concern? No

Is the concern related to age and mileage? No

Is vehicle maintained? Yes

What is the general condition of the vehicle? Good

Have there been any previous related repairs? No

Have there been a previous out-of-pocket repairs? No

\*If unable to duplicate concern,

\*Have you had an opportunity to do a test drive with the customer?

\*Has STAR been contacted? (If yes, obtain STAR case #)

What is the estimated cost of the repair? \$760.00

When could it be completed? Roughly one day

Do you feel this customer should receive assistance? Yes

Has this customer been provided assistance previously? Yes

Would you be willing to provide assistance? (co-pay, D-12-27, discount)

Yes

DLR offering no charge to customer.

Warranty Administrator, Kim Salter called to inquire information about a mutual customer. Warranty administrator was seeking information to assist in what her next step could be to assist customer. Agent informed Mrs.

██████ that the only information about an alternator is that customer needs one.

---



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

[REDACTED]

|                       |                     |                                    |                  |                                      |                     |                         |
|-----------------------|---------------------|------------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG5           | BH [REDACTED]                      | <b>Open Date</b> | 05/19/2014                           | <b>Built Date</b>   | 01/27/2011              |
| <b>Model Year</b>     | 2011                | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 05/23/2011          | <b>Mileage</b>                     | 29,000           | <b>Dealer Zone</b>                   | 32                  | NEW YORK                |
| <b>Plant</b>          | H                   | BRAMPTON ASSEMBLY PLANT            | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PVG                 | TOXIC ORANGE PEARL COAT            |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                 | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                 | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |                         |
| <b>Dealer</b>         | 44179               | TRANSITOWNE DODGE OF WILLIAMSVILLE |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 7408 TRANSIT RD     |                                    |                  |                                      |                     |                         |
| <b>Dealer City</b>    | WILLIAMSVILLE       |                                    |                  | <b>Dealer State</b>                  | NY                  | <b>Dealer Zip</b> 14221 |
| <b>Owner</b>          | [REDACTED]          |                                    |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]          |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | DEPEW NY [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                 |                          |
|-----------------------------------------------------------------|--------------------------|
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall  | Advised owner of recall  |
| Product - Drivability - Unknown - Hesitation/No Power - Default | Vehicle no power concern |
| Corporate - Survey By-Pass - No Response - Default - Default    |                          |

Briefly summarize why the customer is contacting: Customer contacted Chrysler seeking information regarding how to precede undiagnosed vehicle concern, vehicle loss of power.

Briefly summarize what the customer is expecting: Customer expecting repair assistance. Customer stated that the vehicle is currently at TRANSITOWNE DODGE CHRYSLER JEEP #44179 regarding an unduplicated vehicle concern. Customer stated that while driving the vehicle, it completely lost power. Customer stated that the dealership has advised her that they have not been able to diagnose the issue, and have called a meeting with Chrysler for further assistance. Writer attempted to contact the dealership and speak with SM; however he was not available. Writer provided customer with case number as reference, and advised customer that she will be contacted back with further information.

Customer called in saying the dealership called her stating the vehicle is fixed. Customer is hesitant to pick up the vehicle as she doesn't want the issue to occur again. Agent attempted to reach service department but was not able to reach anyone. Customer states that she has a meeting with the dealership at 3:00 PM today. Agent advised they would update the file.

Reason for Dealer Contact: Seeking information regarding status of repairs, and whether STAR has been involved.

Dealer Code: 44179

Dealer Personnel Required: Service Manager

Customer's Preferred Method of Contact: Phone

Customer Phone Number (Morning): [REDACTED]

Customer Phone Number (Evening): [REDACTED]

Customer Email address: N/A

Reason for assigning to Resolution Team: Unable to reach dealership

Assigned to 86T

DEALER CONTACT: Writer called dealer 44179 at 716-634-8000 and VM message left for SM Ted requesting call back to writer at 877-759-5427

Ext.4718150 to advise of diagnostic and repair information.

DEALER CONTACT: Writer called dealer 44179 at 716-634-8000 and spoke with SA Sal who advised that customer had vehicle concern with noise drivers



side when turning which could not be duplicated and loss of power while driving. SA Sal advised that codes showed loss of communication with PCM indicating wiring issue and technician found break on main wire harness which was repaired. Battery tested and found dead cell and replaced under warranty battery and alternator also replaced under warranty. SA Sal advised that customer picked up vehicle on 5/20/14.

CUSTOMER CONTACT:Writer called customer at [REDACTED] and VM message left requesting call back to writer at 877-759-5427 Ext.4718150.

CUSTOMER CONTACT:Writer called customer at [REDACTED] and VM message left requesting call back to writer.

CUSTOMER CONTACT:Writer called customer at [REDACTED] and VM message left advising that file would remain open 2 days and if customer has any further concerns to contact writer at 877-759-5427 Ext.4718150.

No further customer contact reassigned to TL for survey by-pass

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

[REDACTED]

|                       |                      |                                  |                  |                                      |                     |                         |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG1            | CH [REDACTED]                    | <b>Open Date</b> | 05/19/2014                           | <b>Built Date</b>   | 11/24/2011              |
| <b>Model Year</b>     | 2012                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 11/25/2011           | <b>Mileage</b>                   | 40,000           | <b>Dealer Zone</b>                   | 42                  | DETROIT                 |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PX8                  | BLACK CLEAR COAT                 |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49983                | MAROONE DODGE % CARTEMPS         |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PEMBROKE PINES       |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33024 |
| <b>Owner</b>          | [REDACTED]           |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]           |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | SHELBY MS [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                        |                    |
|------------------------------------------------------------------------|--------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | Needs replacement. |
| Product - Electrical - Battery - Intermittent or Inoperative - Default | Needs replacement. |

Briefly summarize why the customer is contacting Chrysler. Jeremy calling about alternator and battery needs replacing. Customer purchased the vehicle from Canton Auto Sales in Canton MS. Customer purchased a service contract through them but they are now closed. Customer called his finance company and was advised to contact Chrysler as the auto sales company would send us their documentation.

Briefly summarize what the customer is expecting. Customer is calling to see if we have his documentation for his contract. Searched for the dealership information and found the Canton Auto Sales in Canton MS is not a Chrysler Dodge Jeep or Ram dealership. Advised customer we would not receive the information as this was not one of our locations.

Informed our records do not show a Chrysler service contract was purchased on this vehicle. Advised customer to check his finance documents and there should be contact information for the service contract company. Advised customer to contact them to seek locations he can have the repairs completed under the contract.

Informed customer of the incomplete recall on his vehicle N07.

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

[REDACTED]

|                      |                        |                                  |               |                                      |            |
|----------------------|------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2B3CL3CG5BH [REDACTED] | <b>Open Date</b>                 | 05/20/2014    | <b>Built Date</b>                    | 04/20/2011 |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 09/05/2011             | <b>Mileage</b>                   | 48,000        | <b>Dealer Zone</b>                   | 63 DALLAS  |
| <b>Plant</b>         | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PW7                    | BRIGHT WHITE 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>   |               |
|                | SAN ANTONIO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                     |
|---------------------------------------------------------------------------|-----------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer states his alternator needs to be replaced |
|---------------------------------------------------------------------------|-----------------------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC because he is having issues with his alternator. Customer states he had the battery replaced and now needs an alternator. Agent advised the customer that he doesn't have a recall on his vehicle pertaining to the alternator but he does have three recalls on his vehicle. Customer was satisfied and stated he would take his vehicle to the DLR to have them completed.

Briefly summarize what the customer is expecting: Customer is expecting recall information.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                      |                                  |                  |                                      |                     |                         |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG1            | BH [REDACTED]                    | <b>Open Date</b> | 05/22/2014                           | <b>Built Date</b>   | 05/03/2011              |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 05/03/2011           | <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>          | PW7                  | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49944                | MAROONE D/NATIONAL               |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8600 PINES BLVD      |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PEMBROKE PINES       |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33024 |
| <b>Owner</b>          | [REDACTED]           |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]           |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | FRESNO CA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                |                      |
|----------------------------------------------------------------|----------------------|
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall | Recall not completed |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS -                 | recall not completed |
| Corporate - Survey By-Pass - No Repair - Default - Default     |                      |

Customer states there is a concern with the recalls not being completed on the vehicle

Customer states was charged over \$1000 for the recalls.

Customer seeks to have recalls completed.

\*\*\*\*\*

Contact Dealer 49944 at 831 724 2463 spoke with [REDACTED].

The vehicle was smoking customer felt the vehicle was on fire due to the recall that is currently on the vehicle. It was determined that there is no fire in the vehicle

It was determined the vehicle needed a new alternator and battery.

The customer was charged for the alternator and battery.

When you turn the left signal on the daytime light on the respective side will turn down. This is as the vehicle is designed. So others can see the signal light better.

No7 recall was completed

Customer is stating there is a concern with the airbag light. Dealer is not charging for the diagnostic on the air bag but if the parts are not covered customer will have to pay for the parts and labor. Dealer has been attempting to resolve the customer concerns for 3 Weeks. Customer is experiencing difficulty in understanding what is in connection with the recall and what is not.

Customer s vehicle is currently at the dealer.

\*\*\*\*\*

Agent advised customer as per the dealer. Customer states the dealer is not being fair with customer and will not be fair.

Customer states that the dealer attempted to trick customer as put on the receipt the P08 recall was not completed. Customer states the dealer told customer that the vehicle was repaired.

If the vehicle was repaired then why was that P08 recall not completed.

Agent attempted to explain that the receipt also states the part to complete the P08 was ordered so the recall can be completed.

Customer states that is exactly what the receipt states but the vehicle is not completed if the recalls are not all completed.

Agent attempted to explain the recall is not completed till the part is

in.

Agent advised customer will have to wait until the dealer is able to complete the diagnostic to see if any further repair is warranted and at who's cost dealer or customer.

Closed as not diagnosed

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

[REDACTED]

|                       |                       |                                  |                  |                                      |                     |                         |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CGX             | BH [REDACTED]                    | <b>Open Date</b> | 05/23/2014                           | <b>Built Date</b>   | 02/08/2011              |
| <b>Model Year</b>     | 2011                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 02/13/2011            | <b>Mileage</b>                   | 80,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS                  |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                   | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 65233                 | HELFMAN 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]              |
|                       | HOUSTON TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Electrical - Unknown - Defective - Default

dash lights came on and vehicle wouldn't start

Briefly summarize why the customer is contacting Chrysler: Customer stated she wanted to know how much warranty was left on her vehicle. Writer checked and advised that powertrain and automatic transmission had 21 months/20,000 mi. left. Customer stated her vehicle dash lights came on and then vehicle wouldn't start. Customer stated she charged the battery and vehicle started but someone told her it might be an alternator problem. Writer advised that alternator would not be covered by powertrain warranty. Writer offered to call dealership and help customer make appointment but customer stated she would call them later. Writer advised customer she could be asked by dealership to agree to pay diagnosis fee.

Briefly summarize what the customer is expecting: Customer wanted warranty information.

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

[REDACTED]

|                       |                           |                                  |                  |                                      |                   |            |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CGX                 | BH [REDACTED]                    | <b>Open Date</b> | 05/26/2014                           | <b>Built Date</b> | 06/28/2011 |
| <b>Model Year</b>     | 2011                      | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 08/20/2011                | <b>Mileage</b>                   | 53,000           | <b>Dealer Zone</b>                   | 70                |            |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PVG                       | TOXIC ORANGE PEARL COAT          |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 43531                     | POWER CHRYSLER JEEP DODGE        |                  |                                      |                   |            |
| <b>Dealer Address</b> | 16406 N 26TH AVENUE       |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | PHOENIX                   | <b>Dealer State</b>              | AZ               | <b>Dealer Zip</b>                    | 85023             |            |
| <b>Owner</b>          | [REDACTED]                |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | WAYNESVILLE MO [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                       |                                                    |
|-----------------------------------------------------------------------|----------------------------------------------------|
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall        | Agent advised of incomplete recall P08             |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer reports she thinks alternator has failed. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default         |                                                    |

Briefly summarize why the customer is contacting Chrysler: Customer reports she thinks alternator has failed. Customer states 1st low voltage warning came on. Customer state she took vehicle to IRF to test battery. IRF reported battery at 52% charge. Customer states now vehicle is not running well and all lights on dash have lit up.

Briefly summarize what the customer is expecting: Customer seeking warranty coverage information for alternator repair. Agent advised of incomplete recall P08 (HEADLAMP WIRING). Agent advised vehicle will need to be towed to dealership to be diagnosed and to get recall P08 completed. Agent provided customer with Roadside Assistance contact information. Agent offered to contact Roadside to arrange for a tow to dealership. Customer states she will call later this morning as she is not with the vehicle at this time.

\*NO DIAGNOSIS. POSSIBLE RECALL RELATED FAILURE\*

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

[REDACTED]

|                       |                          |                                  |                  |                                      |                     |                         |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG8                | BH [REDACTED]                    | <b>Open Date</b> | 05/26/2014                           | <b>Built Date</b>   | 01/18/2011              |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 04/05/2011               | <b>Mileage</b>                   | 45,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS                  |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PVG                      | TOXIC ORANGE PEARL COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 68611                    | MORITZ CHRY/JEEP                 |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 9101 SPUR 580 WEST       |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | FORT WORTH               |                                  |                  | <b>Dealer State</b>                  | TX                  | <b>Dealer Zip</b> 76116 |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | FORT WORTH TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                       |                                                |
|-----------------------------------------------------------------------|------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer reports alternator has failed         |
| Corporate - Recall - Default - Default - Default                      | Customer seeking alternator recall information |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default         |                                                |

Briefly summarize why the customer is contacting Chrysler: Customer reports alternator has failed. Customer states vehicle has gone into 'battery saver' mode

Briefly summarize what the customer is expecting: Customer seeking recall or campaign information on alternator related issues. Agent advised there are no recalls or known campaigns for alternator related issues.

Agent advised vehicle will need to be diagnosed by a Chrysler dealer to determine exact cause of failure. Customer states he will contact dealer tomorrow morning as dealers are closed on the holiday.

\*NO DIAGNOSIS WITHIN GOODWILL\*

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

[REDACTED]

|                       |                           |                                  |                  |                                      |                     |                         |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBGX                 | CH [REDACTED]                    | <b>Open Date</b> | 05/27/2014                           | <b>Built Date</b>   | 08/29/2011              |
| <b>Model Year</b>     | 2012                      | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 08/30/2011                | <b>Mileage</b>                   | 62,000           | <b>Dealer Zone</b>                   | 70                  |                         |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PX8                       | BLACK CLEAR COAT                 |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 42355                     | MELLOY DODGE                     |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 9621 COORS BLVD NW        |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | ALBUQUERQUE               |                                  |                  | <b>Dealer State</b>                  | NM                  | <b>Dealer Zip</b> 87114 |
| <b>Owner</b>          | [REDACTED]                |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]                |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | ALBUQUERQUE NM [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Electrical - Alternator/Voltage Regulator - Defective - Default

Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall

Briefly summarize why the customer is contacting Chrysler: Customer stated the vehicle was at the dealership today. Customer stated the alternator need to be replaced.

Briefly summarize what the customer is expecting: Customer is seeking for cost assistance, customer stated the repair is around \$1100 and customer needs to have some assistance.

Who has possession of the vehicle? Dealership

Has an authorized dealer diagnosed the vehicle? yes

If a CDJR dealer has diagnosed, what is the dealer name and code? MELLOY DODGE 42355

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:

Customer email address for case updates: none.

Customer called writer. Customer wants to know if we have some information. Writer contacted dealership at 505-843-9600. SM was not available, writer left a message. Writer advised customer we need to speak with SM before we can make a decision, writer advised we will follow up tomorrow.

Agent attempted to contact dealer (Service Manager), however, SM not available. Left message for a return call at extension 66127

The reason for the dealer contact was to provide or request the following information: writer wants to have a vehicle diagnosis and discuss a possible goodwill.

Service manager Ray called writer, SM confirmed the alternator needs to be replaced, customer stated customer is loyal and they can take an RA. Writer needs to have warranty price, SM will contact writer back with the warranty price.

SM Ray called writer, Warranty price for parts \$469.65 labor \$250.00 total \$719.65 co pay \$ 360.00 and that will be for the alternator and the battery. Writer will send the RA, writer provided case number.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the

repair are as follows:

Parts = \$469.65

Labor = \$250.00

Total = \$719.65

Co-pay = \$ 360.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

\*\*\*\*\* CASE MANAGER TEAM - District 1 \*\*\*\*\*

Writer contacted customer at [REDACTED]. Writer spoke with customer.

Writer advised per lines 31-40. Customer was happy with the offer; writer will follow up not later on 5/29.

REASSIGNED TO BC/DLR 70 42355 05/27/14 16:55 O 25071461

Writer contacted dealership at 505-843-9600. Writer spoke with SM Ray. SM stated the repairs were completed and customer picked up the vehicle.

Was the customer in a rental? No

Did the customer have co-pay? Yes If yes, how much? \$360.00

What is the RO #? 378794

Does the SM have the CAIR #? Yes

Review and Confirm the DM Notes with the SM while on the phone. Yes

Does the SM have everything needed from Customer Care to process the claim? Yes

Writer contacted customer at [REDACTED]. Writer spoke with customer.

Writer confirmed the repairs are to customer satisfaction. Customer appreciated assistance, no other questions or concerns and with customer permission case will be close.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

All of the customer s concerns as documented in the reason codes have been addressed with the customer.

---



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG1  | CH [REDACTED]                    | <b>Open Date</b> | 05/31/2014                           | <b>Built Date</b> | 10/27/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 12/13/2011 | <b>Mileage</b>                   | 52,900           | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PBV        | BLACKBERRY PEARL 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | MACON GA [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Engine - Unknown - Other - Default

Shutdown in motion

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

Complaint

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

\*\*\*\*\* CUSTOMER EMAIL \*\*\*\*\*

On [REDACTED], while driving down the road my car started to experience issues and completely shutdown while I was driving. I had my daughter in the vehicle and could have been hit. This is a hugh liability hazard. All doors except the driver door would not open, the truck would not open as well. My vehicle had to be dragged by the towing company. On Saturday Five Star repaired the vehicle. I paid \$175 for a new battery so they could diagnose it. I had to paid \$100 for the deductible for my extended service plan to replace the alternator. The ending total was \$415 which included labor for the battery and the diagnostics. Are there any recalls? I don t pay a car note or keep a current vehicle for it to completely shutdown while I am driving it. My daughter and I could have been injured.

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

\*\*\*\*\* CAC EMAIL \*\*\*\*\*

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center. We are very sorry to learn of the problem you have encountered and have opened a file regarding this issue. Thank you for bringing this to our attention. We appreciate the time and effort you took to tell us of your dissatisfaction with our product. We have documented your concerns and have made them available to our product development team. Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products. Unfortunately, there are no recalls or extended warranties that would cover the cost of repair on the vehicle for said concern. We apologize for any lack of confidence in your vehicle, however, we are confident that it was been repaired and returned to factory condition. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tyler

Customer Service Representative  
Dodge Customer Assistance Center

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

\*\*\*\*\* CUSTOMER EMAIL \*\*\*\*\*

I am little lost with your response. My vehicle broke down while I was

driving it at a busy intersection. We could have been injured. My vehicle has always been serviced at the dealership and has been well maintained and I don't see how this could have happened with no warning while driving. I am afraid to drive this vehicle in fear this will happen again. How would you feel if your wife and daughter were driving and the car completely shutdown?

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

\*\*\*\*\* CAC EMAIL \*\*\*\*\*

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center. I apologize. I did not intend for you to feel as if I had dismissed your concern. Your issue has been documented and we thank you for notifying us. We are confident that the vehicle has been repaired and the issue should not arise again. However, I would be unable to guarantee that something of that nature never happens again, as it is a piece of machinery.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tyler

Customer Service Representative  
Dodge Customer Assistance Center

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

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

[REDACTED]

|                       |                           |                                   |                  |                                      |                   |            |
|-----------------------|---------------------------|-----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2C3CDXBG3                 | CH [REDACTED]                     | <b>Open Date</b> | 05/30/2014                           | <b>Built Date</b> | 08/05/2011 |
| <b>Model Year</b>     | 2012                      | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 09/11/2011                | <b>Mileage</b>                    | 49,000           | <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>         | ERB                       | 3.6L V6 24V VVT ENGINE            |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                   |            |
| <b>Dealer</b>         | 44073                     | CONWAY CHRYSLER DODGE JEEP INC    |                  |                                      |                   |            |
| <b>Dealer Address</b> | 2385 HWY 501 WEST         |                                   |                  |                                      |                   |            |
| <b>Dealer City</b>    | CONWAY                    | <b>Dealer State</b>               | SC               | <b>Dealer Zip</b>                    | 29526             |            |
| <b>Owner</b>          | [REDACTED]                |                                   |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                |                                   |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | BISHOPVILLE SC [REDACTED] |                                   |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                           |                                   |
|---------------------------------------------------------------------------|-----------------------------------|
| Product - Electrical - Battery - Complete Failure - Default               | Alternator caused battery to fail |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator needs replacement      |
| Recall - P08: HEADLAMP WIRING - Reimbursement                             | P08 reimbursement request         |
| Corporate - Survey By-Pass - No Documentation - Default - Default         |                                   |

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

[REDACTED] on 2014-05-30 @ 09:59

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to request reimbursement for repairs completed on his vehicle relating to the P08 recall. Customer states his vehicle is at CONWAY CHRYSLER DODGE JEEP INC and he wanted to know if there was any assistance Chrysler could provide for the cost of the repairs needed to replace the alternator and the battery. Agent called CONWAY CHRYSLER DODGE JEEP INC and spoke with SA David about the customer's concerns. David states the customer's alternator and battery are bad and need to be replaced and that he has a 3rd party extended warranty that is going to cover the repairs. David states they will perform the P08 recall for the customer as well. Agent advised customer that the extended warranty the customer has will cover the repairs for the alternator and that due to time and mileage Chrysler can not assist with the cost of the alternator or battery repairs but that the customer can submit his documentation for reimbursement consideration relating to the P08 recall. Agent sent the customer a document request link and advised him the link would be open for 7 days.

Briefly summarize what the customer is expecting: Customer seeking assistance for alternator and battery repairs and reimbursement for repairs relating to the P08 recall previously performed.

Status update provided via email to the following email address:

[REDACTED]

My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I am sending you another document request link for you to send in your documentation, if you prefer you can fax in the documentation to 1-877-768-5076. I will keep this file open for two more days and then will close it if the documentation does not arrive before then. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [REDACTED]

End of Status Update

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

██████████ on 2014-07-31 @ 10:24

Customer ██████████ called back to inquire about an email he received.

Agent advised customer if he is still seeking reimbursement consideration for the P08 recall he must send in his documentation to the documentation request link he was provided.

Agent has not received documents and is closing case at this time.

Case reassigned for survey by-pass.

---

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

[REDACTED]

|                       |                          |                                  |                  |                                      |                     |                   |       |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 2B3CL3CG0                | BH [REDACTED]                    | <b>Open Date</b> | 05/30/2014                           | <b>Built Date</b>   | 05/05/2011        |       |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                   |       |
| <b>In Service Dt</b>  | 05/09/2011               | <b>Mileage</b>                   | 66,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS            |       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                   |       |
| <b>Color</b>          | PDM                      | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                   |       |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                   |       |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                   |       |
| <b>Dealer</b>         | 68842                    | GREENVILLE CHRYSLER              |                  |                                      |                     |                   |       |
| <b>Dealer Address</b> | 5401 INTERSTATE 30       |                                  |                  |                                      |                     |                   |       |
| <b>Dealer City</b>    | GREENVILLE               |                                  |                  | <b>Dealer State</b>                  | TX                  | <b>Dealer Zip</b> | 75403 |
| <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     |       |

Recall - P08: HEADLAMP WIRING - Information Request

Recall information

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information on recall. Customer states that the alternator in the vehicle started to smoke and thinks this should be recalled. Writer advised customer that his concern will be documented.

Briefly summarize what the customer is expecting: Recall information. Customer calls seeking recall information. Advised the customer of incomplete recall recall p08U for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.



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

[REDACTED]

|                       |                         |                                  |                     |                                      |                     |               |
|-----------------------|-------------------------|----------------------------------|---------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG4 BH [REDACTED] | <b>Open Date</b>                 | 05/31/2014          | <b>Built Date</b>                    | 07/14/2011          |               |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 07/20/2011              | <b>Mileage</b>                   | 67,000              | <b>Dealer Zone</b>                   | 42                  | DETROIT       |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>       | U                                    | US                  |               |
| <b>Color</b>          | PDM                     | TUNGSTEN METALLIC CLEAR COAT     |                     |                                      |                     |               |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                     |                                      |                     |               |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                     |                                      |                     |               |
| <b>Dealer</b>         | 49983                   | MAROONE DODGE % CARTEMPS         |                     |                                      |                     |               |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD    |                                  |                     |                                      |                     |               |
| <b>Dealer City</b>    | PEMBROKE PINES          |                                  | <b>Dealer State</b> | FL                                   | <b>Dealer Zip</b>   | 33024         |
| <b>Owner</b>          | [REDACTED]              |                                  |                     |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]              |                                  |                     |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | OKOLONA MS [REDACTED]   |                                  |                     |                                      | <b>Country</b>      | UNITED STATES |

Product - Electrical - Battery - Complete Failure - Default

Customer states that the battery quit and that there was a burning smell

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the vehicle broke down.

Briefly summarize what the customer is expecting: Customer seeking mechanical information due to the battery died and that there is a smell.

Agent advised the customer that the agent can find the closest dlr, customer declined and states that she will have to declined and stated she will call back

Customer is contacting Chrysler because they are brought their vehicle to the dealership and were told that the issue is with the vehicle alternator.

Customer states they need a replacement alternator and battery because the battery was shorted out by the alternator.

Customer stated that the dealership told them the repair would be \$400 and they dont have the money for that repair at the moment.

Customer stated that there is an auto zone just down the road from them that they were looking to bring the vehicle to but they need to know how many amps is their alternator.

Customer was looking to know if Chrysler would be able to provide cost assistance for this issue and if not then how many amps that alternator would be.

Agent stated that due to the time and mileage of the vehicle Chrysler would not be able to assist with this issue.

Agent stated that Customer s alternator is 160 Amp as per the vehicle sales codes.

Customer asked if they were to buy the part from Chrysler if the part would have any warranty on it.

Agent stated that the part would have a 12 month or 12,000 mile warranty.

Customer stated the same part at auto zone has a lifetime warranty so they will buy it from them.

Customer asked if Agent had the part number for that alternator.

Agent appologised that we do not have the part number for that alternator.

Customer thanked Agent for their assistance.

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

[REDACTED]

|                      |             |                                  |                  |                                      |                   |             |
|----------------------|-------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG5BH | [REDACTED]                       | <b>Open Date</b> | 06/04/2014                           | <b>Built Date</b> | 12/21/2010  |
| <b>Model Year</b>    | 2011        | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 08/12/2011  | <b>Mileage</b>                   | 26,000           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PW7         | BRIGHT WHITE 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> | LETTER        |
| <b>Address</b> | [REDACTED]          | <b>Home Phone</b>   | [REDACTED]    |
|                | NORCO CA [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Electrical - Battery - Complete Failure - Default

Referral - Top Care - Executive Team - Executive - Sergio Marchionne

POSTMARK DATE: 060414; DATE RECEIVED: 060514

Top Care customer first contact was 06/05/14 at 14:28 by PLF

6/6 - PLS spoke with customer who states that alternator and battery were both replaced; customer is still very upset with this happened while she was driving; customer states that she drove vehicle right into dealer who told her to take it home and bring it back for a more thorough investigation

6/6 - PLS to review further with CRM as to next steps

6/6 - PLS sent email to CRM Mike for further review

6/9 - BC reviewing file and will advise PLS of next steps

6/11 - PLS sent email to CRM Mike for review before PLS calls customer back

Top Care follow-up contact was 06/11/14 at 17:30 by PLF

6/11 - PLS left VM for customer indicating that PLS is reviewing with BC team to determine if TA should be involved;

6/24 - [REDACTED]; PLS advised customer that the BC team does not believe having a TA look at the vehicle while nothing is wrong with it at this point will direct them to what is wrong with the vehicle; PLS advised customer that if it happens again to call PLS immediately, vehicle will get towed to dealer and codes taken for further diagnosis; as goodwill gesture for all concerns, PLS will reimburse customer for current SC and put new one on at no cost; customer agrees with solution

6/25 - PLS had SC team lead cancel old contact and refund customer; SC team also put 7/100 SC on as goodwill; customer has PLS direct number if issue comes back up for further diagnosis

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                             |                                  |               |                                      |            |        |
|-----------------------|-----------------------------|----------------------------------|---------------|--------------------------------------|------------|--------|
| <b>VIN</b>            | 2B3CL3CG2 BH [REDACTED]     | <b>Open Date</b>                 | 06/04/2014    | <b>Built Date</b>                    | 06/15/2011 |        |
| <b>Model Year</b>     | 2011                        | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |        |
| <b>In Service Dt</b>  | 07/15/2011                  | <b>Mileage</b>                   | 50,000        | <b>Dealer Zone</b>                   | 63         | DALLAS |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |        |
| <b>Color</b>          | PDM                         | TUNGSTEN METALLIC CLEAR COAT     |               |                                      |            |        |
| <b>Engine</b>         | ERB                         | 3.6L V6 24V VVT ENGINE           |               |                                      |            |        |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |        |
| <b>Dealer</b>         | 63509                       | BERGERON CHRYSLER-JEEP           |               |                                      |            |        |
| <b>Dealer Address</b> | 3525 VETERANS MEMORIAL BLVD |                                  |               |                                      |            |        |
| <b>Dealer City</b>    | METAIRIE                    | <b>Dealer State</b>              | LA            | <b>Dealer Zip</b>                    | 70010      |        |
| <b>Owner</b>          | [REDACTED]                  | <b>Contact Type</b>              | TELEPHONE     |                                      |            |        |
| <b>Address</b>        | [REDACTED]                  | <b>Home Phone</b>                | [REDACTED]    |                                      |            |        |
|                       | METAIRIE LA [REDACTED]      | <b>Country</b>                   | UNITED STATES |                                      |            |        |

|                                                                            |                                     |
|----------------------------------------------------------------------------|-------------------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | customer seeking cost assistacne    |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default      | customer states alternator went out |
| Product - Electrical - Battery - Other - Default                           | customer states battery went out    |

Briefly summarize why the customer is contacting Chrysler: Customer states they brought the vehicle to the dealer on May 5th. Customer states they got the recalls completed. Customer states on Monday when driving it smelt like something was burning. Customer states they received a call today from the dealer advised the alternator and battery are out. Customer states the alternator is covered under warranty. Customer states the battery is not covered under warranty. Customer states the cost of the battery is 250\$. Customer states they have to pay for the battery along with the 100\$ deductible. Customer states he was looking online and seen there was a problem with the battery in these vehicles.

Briefly summarize what the customer is expecting: Customer seeking assistance with the cost of the repairs.

Agent advised customer looking into the information at this time Chrysler would not be able to assist with cost assistance.

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

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                   |               |                                      |            |
|-----------------------|-------------------------|-----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2C3CDXBG7CH[REDACTED]   | <b>Open Date</b>                  | 06/09/2014    | <b>Built Date</b>                    | 08/12/2011 |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                       | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 09/18/2011              | <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>          | PS2                     | BRIGHT SILVER METALLIC CLEAR COAT |               |                                      |            |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE            |               |                                      |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                      |            |
| <b>Dealer</b>         | 45399                   | COURTESY DODGE                    |               |                                      |            |
| <b>Dealer Address</b> | 9207 E ADAMO DR         |                                   |               |                                      |            |
| <b>Dealer City</b>    | TAMPA                   | <b>Dealer State</b>               | FL            | <b>Dealer Zip</b>                    | 33619      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>               | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                 | [REDACTED]    |                                      |            |
|                       | RIVERVIEW FL [REDACTED] | <b>Country</b>                    | UNITED STATES |                                      |            |

|                                                                        |                                                           |
|------------------------------------------------------------------------|-----------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | Alternator needs replacing                                |
| Corporate - Dealer Information - Default - Default - Default           | Contacted Courtesy CJD                                    |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Escalated for possible cost assistance for the alternator |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall         | HEADLAMP WIRING                                           |

Briefly summarize why the customer is contacting Chrysler:  
 Customer called to see if the alternator is covered under her factory warranty, agent stated the basic warranty covers this part and expired at 36 000 miles. Agent also advised of the P08 recall and stated a call to dlr can be made for appointment, customer declined. Customer stated that the battery was replaced and now she needs the alternator replaced. Agent contacted Courtesy CJD and spoke to David Service Advisor who stated that the customer needs a new alternator already replaced battery it had a bad cell.

Briefly summarize what the customer is expecting:  
 Cost assistance for the alternator.  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? COURTESY CHRYSLER-JEEP-DODGE 45399  
 Reassigned to 88F  
 Status update provided via email to the following email address:  
 [REDACTED]

FIRST CONTACT EMAIL:  
 Hello, my name is Sam and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [REDACTED], within the one business day as promised. My office hours are 8:00AM 4:30PM (Mountain Standard Time). If your preferred telephone number mentioned above isn't

correct, please reply with the correction.

Regards,  
Sam

Chrysler Customer Care- 1-800-763-8422: ext. 66120

End of Status Update

\* \* \* \* \* CASE MANAGER TEAM - District M \* \* \* \* \*

\*\*\*\*\* Per Lines 22-35\*\*\*\*\*

Customer called to check the status of her case. Agent advised customer that an email was sent to her yesterday and that she would receive a callback today. Customer stated that they never received an email.

Customer gave me a correct email [REDACTED]. Agent updated email on customers file.

Briefly summarize why the customer is contacting Chrysler: Customer called seeking update on case she has open. Customer states she was told she would be getting a callback from a case manager today. Customer states she was sent an email from the CM but the email was not correct. Customer would like to know if there is anyway they can get the email resent to the correct email: [REDACTED]

Customer states the dealership is also contacting her seeking authorization so begin repairs on the alternator, customer would like to know what she should be advising them at this time.

Briefly summarize what the customer is expecting: Customer is expecting case information. Agent advised customer that she should still be receiving a callback from a case manager and advised that we will try to get her through to her CM to discuss the case further. Agent advised customer the CM may not be available to take call, customer states she would still like to leave a VM. Agent advised customer we will document all new information provided on file and transferred customer to leave case manager a VM.

Agent also provided customer with case number and CM contact information, as per line 34.

Writer contacted the dealer to confirm and agree upon goodwilling the customer. The appointed SA, David agreed and asked for a call back tomorrow to get pricing for parts and labor. The writer will now contact the customer to inform them of the good will offer.

Writer attempted to reach the customer to offer good will. There was no answer, a voicemail was left. The customer will attempt follow-up tomorrow (6-12-2014) with the customer and the dealer.

Writer contacted the SA, David to get warranty pricing to good will the battery and alternator repair/replacement. The SA stated a return call would occur before the end of the business day with totals.

[REDACTED] contacted the writer to touch base to determine if it was possible for assistance with the alternator repair that is needed. The customer has already paid for a \$100.00 copay for the diagnosis and the replacement of a the vehicles battery. The customer was informed that there is a wait on reciprocation from the dealer regarding warranty pricing and the need to determine a few more things from the diagnosis as to how much we might be able to assist. The customer was informed contact would be made once a response was offered from the dealer.

The Service Department called back to inform their consent to oblige the good will offer to be presented to the customer. The totals for warranty pricing for the battery and the Alternator, plus labor. Amounting to: Parts: \$713.79 Labor: \$105.00 Total: \$818.79. The writer will now contact the customer to offer the goodwill and then D2D if accepted to the dealer for warranty replacement.

Writer contacted customer to offer goodwill and realized the total good will offer needed further verification. The customer was asked if calling back in an hour would be okay. The customer consented.

The writer attempted to reach the SA to determine how much good will to offer. The following probing questions will be asked in order to determine that amount. What was the point of failure? Is this a manufacturer defect? Is it normal for this part to fail at this point? Was it due to abuse or neglect, or considered normal wear and tear? The customer will now be contacted to inform the customer a message with reception was left to expedite a response on further verification. Follow up will occur tomorrow at the latest. (6-13-2014)

Status update provided via email to the following email address:

[REDACTED]

Hello, this is Sam, your Dodge customer care case manger. As we discussed



I called the Service Department to determine further verification that is needed in order to determine how much we would be able to potentially offer you regarding cost assistance. Be that the department was in a meeting. A message was left requesting additional follow-up. If nothing is heard back before the end of the business day today. I will contact to them before the end of the business day tomorrow. If you have any questions or concerns feel free to reach me at the number you have been provided.

Regards,  
Sam

Chrysler Customer Care- 1-800-763-8422: ext. 66120

End of Status Update

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$713.79

Labor = \$105.00

Total = \$818.79

Co-pay = \$0.00

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

\*\*\*\*Correction: as per line 119 Co-Pay = \$100.00\*\*\*\*\*

REASSIGNED TO BC/DLR 66 45399 06/18/14 17:18 O 25134821

The writer attempted to contact service to determine if the RA was received. Be that they are closed, further follow-up will occur on Wednesday, 6-25.

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

[REDACTED]

|                       |                          |                                 |                  |                                      |                     |               |
|-----------------------|--------------------------|---------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG2                | CH [REDACTED]                   | <b>Open Date</b> | 06/09/2014                           | <b>Built Date</b>   | 11/10/2011    |
| <b>Model Year</b>     | 2012                     | <b>Body</b>                     | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 07/05/2012               | <b>Mileage</b>                  | 40,546           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT         | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PRY                      | REDLINE 3 COAT PEARL            |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE          |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                      | 8-SPD AUTO 8HP45 TRANS (BUY)    |                  |                                      |                     |               |
| <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]    |
|                       | TUSCALOOSA AL [REDACTED] |                                 |                  |                                      | <b>Country</b>      | UNITED STATES |

Product - Drivability - Unknown - Stalling - Default

Stalling While Driving

\*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED ALABAMA OFFICE ATTORNEY GENERAL COMPLAINT ON 6/9/14\*\*\*\*\*

OWNER HAS CONCERNS WITH VEHICLE RANDOMLY STALLING WHILE DRIVING.

6/9/14 the following response was sent via fax this day to the AL AG....

BDA

STATE OF ALABAMA

ATTORNEY GENERAL S OFFICE

CONSUMER AFFAIRS SECTION

501 Washington Avenue

Montgomery, AL 36104

Fax Number 1-334-242-2433

BUSINESS REPLY FORM

(IT IS REQUESTED THAT ALL REPLIES TO COMPLAINTS BE SUBMITTED ON THIS FORM)

COMPLETE NAME OF FIRM: Chrysler Group, LLC

PRINCIPLE OFFICE ADDRESS: PO Box 21-8004 Auburn Hills, MI 48321-8004

TELEPHONE NO: 800-992-1997

CORPORATION: Name of President or General Manager

PARTNERSHIP: Name of Partners

SINGLE PROPRIETORSHIP: Name of Owner

Name, address and telephone number of persons to contact for additional information, if necessary:

Chrysler Customer Assistance Center

P O Box 21-8004

Auburn Hills, MI 48321-8004

800-992-1997

Name of Complainant: Montgomery, Lydia (178886-001)

The complaint is True ( ); False ( ); Partially False ( )

COMMENTS: (Use Additional Sheets if Necessary)

[REDACTED] s vehicle was just in for repair and the dealership replaced the alternator and battery for her concern. Should Ms.

[REDACTED] have any issues in the future they will continue to be addressed per the terms of the vehicle s warranty.

Thank you for writing and allowing us the opportunity to review the customer s concerns.

We consider this matter closed.

Printed Name [REDACTED], Signature: \_\_\_\_\_

Date: \_\_\_\_\_

closing cair

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                       |                                  |                  |                                      |                     |                         |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG8             | BH [REDACTED]                    | <b>Open Date</b> | 06/12/2014                           | <b>Built Date</b>   | 06/02/2011              |
| <b>Model Year</b>     | 2011                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 06/11/2011            | <b>Mileage</b>                   | 79,000           | <b>Dealer Zone</b>                   | 42                  | DETROIT                 |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                   | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49983                 | MAROONE DODGE % CARTEMPS         |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD  |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PEMBROKE PINES        |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33024 |
| <b>Owner</b>          | [REDACTED]            |                                  |                  |                                      | <b>Contact Type</b> | E-MAIL                  |
| <b>Address</b>        | [REDACTED]            |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | ATLANTA GA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Electrical - Unknown - Other - Default      Electrical issues

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

disappointed driver

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

Almost 2 years ago, I purchase 2011 Dodge Charger. Up until the last few months I ve been pleasantly pleased with the car. Recently I ve been experiencing electrical problems. The first occurrence took place as I was driving home one night, and was pulled over by the police because my headlight was out. Unaware of the situation, I was given a fix it warning ticket to resolve a problem. The next day I replace the light bulbs in the vehicle assuming that will take care of the situation. Several days later, it occurred again. This time I noticed that the wiring harness had burnt terminals. So I replaced both wiring harnesses for the headlight assemblies to ensure that this problem would not occur again. Several weeks ago, I received a notice in the mail in reference to recall for the headlight assembly. My wife took the vehicle to the dealership to repair the recall and the service person at the dealership stated that we were not eligible because 'aftermarket parts' were installed on the vehicle therefore they were unable to honor the recall. So now for the third 3rd time, I ve been inconvenienced due to a wiring issue manufactured by your company. Now Saturday. My family is coming home from dinner and my wife hears a whining sound. Shortly after that, smoke appears from under the hood. I immediately pull over and the display shows Battery Saver Mode. I open the hood and see its coming from the alternator. Monday, I contact the dealer and they told me it was \$370 for the alternator and another \$375 for labor. I inquired about the warranty but, since it was over 36,000 miles there was no warranty. Two years lifespan for an alternator. So, now I need a new alternator and a new battery. Apparently, I m one of many, according to the Internet and your staff. I ve never had to replace an alternator on a vehicle. I have a 10 yr old Eclipse that my son drives and it €™s still going. My step daughter has the 2006 Impala, same thing. My situation could have been much worse. If we followed the original plan, we would have travelled much farther. So what is life worth \$745? What if were not able to pull off of 285 in time, and the car died on the highway. Just another highway accident. Multiple cars, several casualties .No one the wiser.

VIN: BH [REDACTED]



Mileage: 79000

Servicing Dealer: Douglas County Chrysler Dodge Jeep

Title:

First Name [REDACTED]

Middle Initial:

Last Name [REDACTED]

Address 1 [REDACTED]

Address 2:

City: Atlanta

State: GA

Zip: [REDACTED]

Email: [REDACTED]

Phone [REDACTED]

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

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center. In order for us to further review your concerns, we must contact the dealership. Please supply us with the dealership in which you had a diagnosis completed.

If you have not had a diagnosis completed in the last 30 days, please bring your vehicle in to have a diagnosis completed and contact us once your vehicle is at the dealership.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tina

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

Contacted the dealership DOUGLAS COUNTY CHRYSLER DODGE and spoke to Soli Jatta - SA. Dealer states this vehicle was last at the dealership for an oil change and the recall on 05/13/14. Dealer has not seen the vehicle for the alternator and the battery. Customer is out of warranty for these repairs.

DOUGLAS COUNTY CHRYSLER DODGE LITHIA SPRINGS GA

I m not sure why I need to have the vehicle diagnosed. I purchased a new alternator from Douglass County Dodge Chrysler Jeep in Douglasville Ga for \$370 and put it on myself because they were going to charge an additional \$375 to install the part. The labor was \$375 an hour because that about the amount of time it took me to do it, and I m not an expert . We get our oil changes their regularly and not once was a weak alternator noted. I have the receipts of our visits.

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

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

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

Any future communication related to this issue will be retained in corporate records. Although there is no recalls on your vehicle pertaining to the alternator at this time, we do however, suggest you keep your receipts. At times recalls are opened on vehicles, and at that time you will be able to submit your receipts for reimbursement.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tina

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

I have no idea what request you are talking about. I have a 2 and 1/2 yr old car with a defective part that not only I mentioned, but, several other Dodge customers have addressed online . This could be a potentially deadly situation, that you choose to ignore and shun off.

I will do my due diligence to see that this problem is addressed and that not only I ,but, all the other Dodge owners that were affected, are compensated .

\*\*\*\*\*END OF CUSTOME EMAIL\*\*\*\*\*

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. The



warranty for this part expired at 36,000, therefore, your request must again be respectfully declined.

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

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tina

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

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

[REDACTED]

|                       |                        |                                  |                  |                                      |                   |            |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG4              | BH [REDACTED]                    | <b>Open Date</b> | 06/10/2014                           | <b>Built Date</b> | 12/14/2010 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 04/21/2011             | <b>Mileage</b>                   | 30,000           | <b>Dealer Zone</b>                   | 32                | NEW YORK   |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PRY                    | REDLINE 3 COAT PEARL             |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 06347                  | NEWBURGH PARK MOTORS INC         |                  |                                      |                   |            |
| <b>Dealer Address</b> | 200 AUTO PARK PLACE    |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | NEWBURGH               | <b>Dealer State</b>              | NY               | <b>Dealer Zip</b>                    | 12550             |            |
| <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     |            |

|                                                                           |                        |
|---------------------------------------------------------------------------|------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Needs a new alternator |
| Dealer - By-Pass - Default - Default - Default                            |                        |

Briefly summarize why the customer is contacting Chrysler: Customer called to say that his vehicle is currently at the dealership and needs a new battery and alternator.

Briefly summarize what the customer is expecting: Customer is expecting to find out an ETA on the alternator.

Customer is calling to say that his vehicle is at the dealership now and it needs a new battery and alternator. Customer stated that the alternator is on back order and the dealership is not sure when they can get the alternator in. Agent contacted dealership NEWBURGH PARK MOTORS and spoke to SA Jessica. SA Jessica stated that the vehicle is at the dealership and it needs a new battery and alternator. SA Jessica stated that the alternator is on back order and there is no ETA. SA Jessica stated that the dealership is willing to offer goodwill to the customer. SA Jessica stated that the dealership will only charge a \$50 deductible on the alternator and the cost of the battery \$232.00. SA Jessica stated that the customer will only be charged a total of \$282.00. Agent advised customer that the alternator is on back order and the dealership is willing to offer the customer the cost of the battery and only a \$50 deductible on the alternator. Agent advised customer that he will only have to pay \$282.00 rather than the original amount. Customer was happy with that.

Writer contacted NEWBURGH PARK MOTORS INC and spoke with SA Jessica.

SA Jessica stated part information for order is as follows:

Part #: R4801779AG

Part Description: Alternator

Order #: 0610

ETA: NA

Is customer in rental? No

If yes, who authorized rental? NA

Is the vehicle off road? Yes

Order type: Daily and then Special Handling

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.

Assigned case to 96W for handling.

Reassign to 96W.

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

PARTS EXPEDITING for

Part#R4801779AG, Order#SH610A, OMC#89343578

on 2014-06-11 @ 10:38

\*\*\*\*\*96W TRIAGE TEAM\*\*\*\*\*

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

PARTS EXPEDITED ON: 06/11/14

PART NUMBER: R4801779AG

PART DESCRIPTION: ALTERNATOR

ORDER NUMBER: SH610A

NUMBER OF DEALERS WITH PART: 98

CUSTOMER IN RENTAL (Y OR N): Y

ASSIGN TO: AD1180

\*\*\*\*\*END OF TRIAGE\*\*\*\*\*

\*\*\*\*\* START OF SUPPORT ESCALATION by T8430MH\*\*\*\*\*

\*\*\*\* Update from Expediting Team for \*\*\*\*

Part#R4801779AG, Order#SH610A, OMC#89343578

UPS TRK# 1Z0A559F0299343496 Scheduled Delivery:

Monday, 06/16/2014, By End of Day

\*\*\*\*\* END OF SUPPORT ESCALATION \*\*\*\*\* by T8430MH

OMC# 89343578 Order# SH610A FOR PN: R4801779AG IS RESOLVED

CM called NEWBURGH PARK MOTORS INC. DEALERSHIP at 845-562-4100. SA

Jessica confirmed that the part arrived and the repairs were completed to the vehicle on 06/14/14. CM thanked Jessica for her assistance.

CM CLOSING CAIR.

CM called customer at [REDACTED]. CM left voicemail message to confirm parts arrival and repairs completed. CM left callback telephone number 855-525-5085, Ext. 4720435. CM thanked customer once again for choosing Chrysler.

\*\*\*\*CM CLOSING CAIR\*\*\*\*

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

[REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                      | <b>Open Date</b> | 06/10/2014                           | <b>Built Date</b> | 02/23/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/10/2011 | <b>Mileage</b>                     | 28,000           | <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>        | ERB        | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |

|                       |                         |                     |    |                   |       |  |
|-----------------------|-------------------------|---------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 43666                   | NORTHTOWN DODGE INC |    |                   |       |  |
| <b>Dealer Address</b> | 2020 NIAGARA FALLS BLVD |                     |    |                   |       |  |
| <b>Dealer City</b>    | TONAWANDA               | <b>Dealer State</b> | NY | <b>Dealer Zip</b> | 14150 |  |

|                |                         |                     |               |  |  |  |
|----------------|-------------------------|---------------------|---------------|--|--|--|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |  |  |  |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |  |  |  |
|                | TONAWANDA NY [REDACTED] | <b>Country</b>      | UNITED STATES |  |  |  |

|                                                                            |                                                                     |
|----------------------------------------------------------------------------|---------------------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Customer states her alternator overheated and almost caught on fire |
| Corporate - Survey By-Pass - No Documentation - Default - Default          |                                                                     |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because while she was driving the other day her alternator over heated to the point that smoke was coming out from under the hood. Customer states that when she got a tow they did not give her the option of being towed to a DLR. Customer states the towing company towed her to an IRF and the IRF already fixed the vehicle with MOPAR parts. IRF informed the customer that the repair would be \$650. Briefly summarize what the customer is expecting: Customer is expecting to find out if there is anything we can do to assist her with the cost of this repair. Agent advised the customer that the only thing we can do right now is to have her pay for the repair and then contact us back here at Chrysler and submit her repair order form and proof of payment for possible reimbursement. Customer thanked the agent and did not need further assistance. Customer states she will call back and would like to submit documents through e-mail.

\*\*\*\*\* Next Agent \*\*\*\*\*

Please send her the documentation request e-mail.

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

[REDACTED] on 2014-06-16 @ 15:37

Customer called and stated she had documents ready to send. Writer sent document link.

reassigned to jr1305 - undiagnosed (customer is about 1 month outside of basic warranty)

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

Survey By Pass - No Diagnosis



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

[REDACTED]

|                      |                         |                                  |               |                                      |            |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2B3CL3CG8 BH [REDACTED] | <b>Open Date</b>                 | 06/13/2014    | <b>Built Date</b>                    | 03/04/2011 |
| <b>Model Year</b>    | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 03/17/2011              | <b>Mileage</b>                   | 62,000        | <b>Dealer Zone</b>                   |            |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PDM                     | TUNGSTEN METALLIC 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   |               |
|                | ARNOLD MO [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Defective - Default

Alternator replaced

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

Alternator

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

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

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

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

I have been overall happy with my 2011 charger. However at 62K miles I had to replace to my alternator. It started whining and shortly after I could smell some burning coming from my engine compartment. Something like a burnt plastic smell, before the battery lost all of its charge. After researching I discovered it was the alternator. I also discovered that it appears that this might be a common problem with the 11-12 generation chargers. The owners also seemed to have this issue around the 50K mark. When I went to purchase a new part I was told both new and remanufactured alternators were all on backorder. I managed to find one and fix my car. If this is indeed an issue with the alternator shorting out due to the part not being able to handle the vehicle, or something of that nature. Then should I believe that I will have to spend 500\$ to replace my alternator every 2 years?? I have a little concern already about the part sending off a burnt odor, and im not sure I like the idea of repeating it regularly and hoping that it doesn t create an actual fire. So, should I expect some kind of recall in the near future that replaces the alleged inadequate alternators with proper ones, or can you give me some other idea on why the alternators might prematurely short out??

VIN: BH [REDACTED]

Mileage: 62000

Servicing Dealer:

Title:

First Name [REDACTED]

Middle Initial:

Last Name [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Arnold

State: MO

Zip [REDACTED]

Email:

Work Phone: [REDACTED]

\*\*\*\*\*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. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention. We have documented your concern and our records also indicate that the following recall campaign has not been performed by an authorized dealer:  
P08

HEADLAMP WIRING

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

Please accept our sincerest apologies for the concerns you have with our product. We hope we will have another chance, sometime soon, to restore your faith in Chrysler Group LLC.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Tina

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

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

[REDACTED]

|                      |            |                              |                  |                                      |                   |            |
|----------------------|------------|------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG6  | CH [REDACTED]                | <b>Open Date</b> | 06/13/2014                           | <b>Built Date</b> | 04/16/2012 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/26/2012 | <b>Mileage</b>               | 41,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PRY        | REDLINE 3 COAT PEARL         |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE       |                  |                                      |                   |            |
| <b>Transmission</b>  | DFG        | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                   |            |

|                       |                               |                                 |               |                   |       |
|-----------------------|-------------------------------|---------------------------------|---------------|-------------------|-------|
| <b>Dealer</b>         | 44264                         | SPARTANBURG CHRYSLER DODGE JEEP | INC           |                   |       |
| <b>Dealer Address</b> | 1035 NORTH CHURCH ST EXT      |                                 |               |                   |       |
| <b>Dealer City</b>    | SPARTANBURG                   | <b>Dealer State</b>             | SC            | <b>Dealer Zip</b> | 29303 |
| <b>Owner</b>          | [REDACTED]                    | <b>Contact Type</b>             | TELEPHONE     |                   |       |
| <b>Address</b>        | [REDACTED]                    | <b>Home Phone</b>               | [REDACTED]    |                   |       |
|                       | BOILING SPRINGS SC [REDACTED] | <b>Country</b>                  | UNITED STATES |                   |       |

|                                                               |                          |
|---------------------------------------------------------------|--------------------------|
| Product - Electrical - Battery - Other - Default              | Battery/Alternator Issue |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                          |

Briefly summarize why the customer is contacting Chrysler: Customer states she has been having trouble starting her car, battery and alternator have been going out and the battery and alternator were previously replaced. At first the dealer 44264 couldn't duplicate, now they are diagnosing the vehicle again because she was unable to start it for the third time.

Briefly summarize what the customer is expecting: Customer is looking for a loaner vehicle.

Agent called dealer 44264 and spoke with SM Berry Wilson.

What is the diagnosis. No diagnosis as of yet.

When could it be completed? no ETA

Vehicle is not under warranty so dealership refused a loaner vehicle.

SM Berry Wilson stated he is waiting to hear back from STAR in regards to the issue.

Informed customer to continue to work with the dealership as they are working closely with engineers to resolve the issue. As per SM Berry Wilson advised customer to check back on 06/16/14 for an update.

Reassigned to SJ372 for survey bypass - no diagnosis.

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

[REDACTED]

|                       |                       |                                  |                  |                                      |                     |                         |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CGX             | BH [REDACTED]                    | <b>Open Date</b> | 06/13/2014                           | <b>Built Date</b>   | 03/01/2011              |
| <b>Model Year</b>     | 2011                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 09/20/2011            | <b>Mileage</b>                   | 51,500           | <b>Dealer Zone</b>                   | 63                  | DALLAS                  |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PRY                   | REDLINE 3 COAT PEARL             |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 45286                 | LITHIA DODGE OF CORPUS CHRISTI   |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 4313 S STAPLES ST     |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | CORPUS CHRISTI        |                                  |                  | <b>Dealer State</b>                  | TX                  | <b>Dealer Zip</b> 78411 |
| <b>Owner</b>          | [REDACTED]            |                                  |                  |                                      | <b>Contact Type</b> | LETTER                  |
| <b>Address</b>        | [REDACTED]            |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | MCALLEN TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                               |                       |
|---------------------------------------------------------------|-----------------------|
| Product - Electrical - Battery - Complete Failure - Default   | battery saver lamp on |
| Referral - Top Care - Social Media Team - Default - Marketing |                       |

POSTMARK DATE: 061314; DATE RECEIVED: 061614  
 \*\*\*\*\*TOP CARE: EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Top Care customer first contact was 06/16/14 at 12:02 by JHW5  
 Top Care follow-up contact was 06/16/14 at 12:02 by JHW5  
 Writer contacted owner to address concerns. Writer left message with extension for call back.  
 Writer spoke with owner. Owner seeks assistance with battery repairs. Also, owner states that the alternator needs replacement. Owner states that vehicle has an aftermarket extended warranty from Extended Service Corporation, that covers 2/3 of the cost of the alternator repair, and does not cover the battery. Owner seeks assistance with the out of pocket repair cost that the extended warranty does not cover. Writer advised owner that Extended Service Corporation is an independent company not affiliated with Chrysler. Writer declines assistance with repairs.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                    | <b>Open Date</b> | 06/19/2014                           | <b>Built Date</b> | 06/23/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 08/27/2011 | <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>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|               |       |                             |
|---------------|-------|-----------------------------|
| <b>Dealer</b> | 26212 | LANDERS CHRYSLER DODGE JEEP |
|---------------|-------|-----------------------------|

|                       |               |  |  |  |  |  |
|-----------------------|---------------|--|--|--|--|--|
| <b>Dealer Address</b> | 7800 ALCOA RD |  |  |  |  |  |
|-----------------------|---------------|--|--|--|--|--|

|                    |        |                     |    |                   |       |  |
|--------------------|--------|---------------------|----|-------------------|-------|--|
| <b>Dealer City</b> | BENTON | <b>Dealer State</b> | AR | <b>Dealer Zip</b> | 72015 |  |
|--------------------|--------|---------------------|----|-------------------|-------|--|

|              |            |                     |        |
|--------------|------------|---------------------|--------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | E-MAIL |
|--------------|------------|---------------------|--------|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                      |                |               |
|----------------------|----------------|---------------|
| BENTON AR [REDACTED] | <b>Country</b> | UNITED STATES |
|----------------------|----------------|---------------|

|                                                                           |                                           |
|---------------------------------------------------------------------------|-------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer upset with failure of component. |
|---------------------------------------------------------------------------|-------------------------------------------|

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

Alternator

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

I can't believe that a 2011 Dodge with only 48000 would have an alternator

blow up while driving down the interstate! I had to avoid getting creamed by a few cars then was stuck on the side of the road until I had to get the

car towed to the dealership. They told me that there was a 220 amp alternator on it and that it just overheated, caught fire and destroyed the

part and my battery. They told me that this has been a popular issue lately and it is due to the amps on the alternator being too much for the car. Luckily after doing some tests they found out my battery was ok. I was out over \$800 in parts, labor, and towing fees to get this fixed! I called all over Arkansas trying to find a part and every place I called was

out. This must be a much bigger problem than you realize. Let it be known that I have owned 4 previous Chrysler vehicles, but after this I will never

own another one again. I am selling this one now before something else blows up when I'm driving and I'm not as lucky. I pray that there is recall on this soon so everyone who owns one of these will be ok going forward.

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

Dear [REDACTED],

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

I am sorry to learn of the concerns raised regarding your vehicle's Alternator. I appreciate the time taken to bring this matter to our attention.

Any component can be subject to a defect, and often times, failure is an isolated incident that is not indicative of a part design problem.

Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not

put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

Chrysler routinely analyses failed parts to develop product improvements in response to data received from dealers and the warranty system. No evidence currently exists to suggest a quality problem with the Alternator/electrical system on the 2011 Charger model vehicles.

Chrysler routinely analyses failed parts to develop product improvements in response to data received from dealers, Customers, and the warranty system. This in turn allows us the opportunity to review and learn of problems that may develop and improvements desired by customers.

I have updated our records to reflect the information provided in your email.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

Recall # Description

P08 HEADLAMP WIRING

We suggest that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jeff

Customer Service Representative  
Dodge Customer Assistance Center

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

Thank you for your response. I am on a waiting list to get that recall for the headlight fixed.

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

\*\*\*NAN-No further action required\*\*\*

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

[REDACTED]

|                       |                          |                                  |                  |                                      |                     |               |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG5                | CH [REDACTED]                    | <b>Open Date</b> | 06/17/2014                           | <b>Built Date</b>   | 02/10/2012    |
| <b>Model Year</b>     | 2012                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 02/10/2012               | <b>Mileage</b>                   | 63,000           | <b>Dealer Zone</b>                   | 32                  | NEW YORK      |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8                      | BLACK CLEAR COAT                 |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 66689                    | ROCKLAND CHRYSLER JEEP DODGE     |                  |                                      |                     |               |
| <b>Dealer Address</b> | 60 ROUTE 304             |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | NANUET                   | <b>Dealer State</b>              | NY               | <b>Dealer Zip</b>                    | 10954               |               |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   |               |
|                       | HAVERSTRAW NY [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                      |                                               |
|----------------------------------------------------------------------|-----------------------------------------------|
| Corporate - Survey By-Pass - No Response - Default - Default         | No answer or response from customer           |
| Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default | vehicle damaged at dealer while in for repair |

Customer called stating that she would like to file a complaint about the service department at her dealer. Customer states that she bought the in 2012 at a dealership further away. Customer states that she took the vehicle to ROCKLAND CHRYSLER for an oil change and the service people suggested other maintenance updates. Customer states that about a week and a half later the vehicle broke down and everything shut down while she was driving and she lost control of her steering. Customer called a tow truck and it was towed to ROCKLAND CHRYSLER. Customer states that she heard nothing from the dealer the following day, so called there. Customer states that she is covered for a rental but was told that they had to have a diagnosis first. Customer states that her SA name was Sean has been rude to her. Agent recommended that she speak to the GM or SM about this matter. Customer stated that she was told that they have not diagnosed the vehicle, so she made a rental arrangement for her self. Customer claims that the vehicle went there on Wednesday and by Friday there was still no diagnosis. Customer states she finally got a call back telling her that the alternator and battery were faulty. Customer was told that the vehicle would be repaired on Saturday and told her that she would be able to pick it up. Customer claims that she was told to pick it up at 1:00 pm. Customer states that she and her husband went to the dealership and saw her car on the lot and the front bumper was damaged as if it collided with something. Customer further reports that she went to Sean and he handed her a bill and told her to pay the cashier. Customer alleges that she tried to speak to her SA Sean, but he told her to find another SA as he was busy. Customer states that she finally got to the SM Barry and the bill was found to be incorrect and the customer and insurance company were both billed for the deductible. Customer claims that the bill was amended, but she was given no apology. Customer states that she was told that the dealership can fix the damage and was guaranteed by the SM that the damage will be fixed free of charge. Customer states that she finally called the dealership and reached SA Sean again and was placed on hold for 42 minutes. Customer states that she called back and spoke to SA John. Customer states that the dealership

will require the vehicle for two days in the body shop and she will need a rental as this is the dealership's fault.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

Warranty status 32 Months or 37,000 Miles still remaining on Powertrain

History 0 New 1 Used/ household 0 New 1 Used

MVP Active PPW7100N

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Chelsea and I have been assigned as your case manager.

This email is confirmation that your case, [REDACTED], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [REDACTED] within the one business day as promised. My office hours are 8:30AM 5:00PM (Mountain Time). My contact information is

Chelsea

Chrysler Customer Care

1-800-763-8422 Ext. 66019

End of Status Update

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66019

The reason for the dealer contact was to provide or request the following information: Looking to touch bases and see what is happening with the vehicle and what steps can be taken next.

Writer attempted to contact SM Barry, was connected with their voice mail. Writer left message requesting a return call for CM at extension 66019.

Writer contacted Service manager Barry and was advised that the vehicle is with the customer at this time. Writer was informed that the vehicle was last in on 5/1/2014 and had filters, a belt and the battery replaced. Service Manager stated that they have not heard anything from the customer since 5/1/2014. Writer confirmed that mileage was at 62707 what the vehicle was last in the dealership. Writer advised there will be a follow up with the customer and gave contact information.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66019. The reason for the customer contact was to provide or request the following information: Looking to touch bases and see what is happening with the vehicle and what steps can be taken next.

Writer called Dealer 66689, Spoke to SA John, Writer asked if vehicle had been brought back in, SA stated they have not seen the vehicle since 05/01/2014 at 62,707 miles

2nd Contact attempt, phone number dialed [REDACTED], Left Voicemail advising customer we recommend taking vehicle back to the dealer and we will follow up Thursday

3rd Contact attempt, phone number dialed [REDACTED] 2. Attempted to leave a message 3 times, but voicemail keeps on saying at the tone please leave a voice message. Will not allow you to leave a message.

Agent attempted to contact customer [REDACTED] at [REDACTED], however, customer was not available. Left message for a return call at extension 66019. The reason for the customer contact was to provide or request the following information: Inform customer that case is being closed due to unable to reach customer. However, after your case is closed, if you have any other issues, concerns, or if you require further assistance, please contact your local dealer to schedule an appointment for a diagnosis or repairs. If you need to contact Dodge, please contact Dodge at 800-243-6343. Another case will be created to provide you further assistance.

Writer sent an email to JI106 for a survey bypass because customer has not returned any calls.

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

---

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

[REDACTED]

|                      |             |                                    |                  |                                      |                   |            |
|----------------------|-------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0BH | [REDACTED]                         | <b>Open Date</b> | 06/19/2014                           | <b>Built Date</b> | 02/23/2011 |
| <b>Model Year</b>    | 2011        | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/10/2011  | <b>Mileage</b>                     | 27,900           | <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>        | ERB         | 3.6L V6 24V VVT 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]    |
|                | TONAWANDA NY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                                     |
|----------------------------------------------------------------------------|---------------------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Customer states her alternator overheated and almost caught on fire |
| Corporate - Survey By-Pass - No Documentation - Default - Default          |                                                                     |

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

alternator failure

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

alternator failed and car almost caught on fire. Car need to be towed and alternator replaced. I was told by 2 of your customer service people to submit a receipt(600.00) for possible reimbursement. The link they provided does not work. Please send correct email link.

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center. We are pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received.

Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder.

Please be aware that the link can only be clicked on once.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-CHRYSLER (1-800-247-9753).

Sincerely,

Jason

Customer Service Representative  
Chrysler Customer Assistance Center

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

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

[REDACTED] on 2014-06-19 @ 23:47

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

-

Customer calling into CAC seeking an update on her reimbursement claim. Customer stated that she has sent in the documentation in June and has heard nothing back.

-

Agent advised customer it can take up to 60 days for reimbursement to be processed once documentation has been received.

Agent advised customer Chrysler had received the documentation on 06/20/14.

-

Customer states that the best contact number for her would be [REDACTED] and is requesting a call back with an update on the

reimbursement request.

Business Case for Goodwill - Template

\*\*\*\*\*

Customer has submitted request for goodwill, for repair to the alternator, in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.

Customer's proof of payment is: Visa 432164

Date of Repair: 06/10/2014

Invoice #: 16468

In-Service Date: 05/10/2011

Original Owner: yes

Mileage: 27953

Loyalty: five vehicles four new and one used

Multiple Repairs: no-emergency

Authorized Chrysler Dealership: no

Dealer Opinion: N/A

Service Contract/Warranty: yes/536

Labor \$65.00

Parts \$501.00

Misc \$0.00

Tax \$42.46

Total \$608.46

Writer is submitting check for approval in the amount of \$608.46

\*\*\*\*\*

Agent is submitting check for the approval for customer satisfaction.

APPROVED

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG3  | CH [REDACTED]                    | <b>Open Date</b> | 06/17/2014                           | <b>Built Date</b> | 02/10/2012 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/13/2012 | <b>Mileage</b>                   | 46,000           | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PRY        | REDLINE 3 COAT PEARL             |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                          |                                    |               |                   |       |  |
|-----------------------|--------------------------|------------------------------------|---------------|-------------------|-------|--|
| <b>Dealer</b>         | X7346                    | VANGUARD CAR RENTAL, WARRANTY DEPT |               |                   |       |  |
| <b>Dealer Address</b> | 6929 N LAKEWOOD AVE.     |                                    |               |                   |       |  |
| <b>Dealer City</b>    | TULSA                    | <b>Dealer State</b>                | OK            | <b>Dealer Zip</b> | 74117 |  |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>                | TELEPHONE     |                   |       |  |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>                  |               |                   |       |  |
|                       | CARROLLTON TX [REDACTED] | <b>Country</b>                     | UNITED STATES |                   |       |  |

|                                                                        |                                         |
|------------------------------------------------------------------------|-----------------------------------------|
| Product - Electrical - Battery - Intermittent or Inoperative - Default | customer states vehicle is not operable |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default          |                                         |

Briefly summarize why the customer is contacting Chrysler: customer called seeking assistance with repairs.

Briefly summarize what the customer is expecting: customer is expecting for repairs to be completed under warranty.

customer states her battery light is on.

customer states she replaced battery and light is still on.

customer states she believes it may be the alternator.

Agent advised customer that she must have diagnosis completed to determine the problems.

Reassign to LB546 no diagnosis with in D-12-27.

Owner upset that the vehicle needs an alternator and feels that this should not happen for a vehicle only 2 years old.

Owner brought it to Freedom Dodge and they told her that it is the alternator.

Agent offer to contact the dealership for assistance owner declined and refused to work with agent to assist.

Agent also advise owner the alternator is a 3/36 warranty.



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

[REDACTED]

|                      |                         |                              |               |                                      |            |
|----------------------|-------------------------|------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG6 CH [REDACTED] | <b>Open Date</b>             | 06/18/2014    | <b>Built Date</b>                    | 11/07/2011 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                  | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 02/25/2012              | <b>Mileage</b>               | 39,800        | <b>Dealer Zone</b>                   | 66 ORLANDO |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT      | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PW7                     | BRIGHT WHITE CLEAR COAT      |               |                                      |            |
| <b>Engine</b>        | ERB                     | 3.6L V6 24V VVT ENGINE       |               |                                      |            |
| <b>Transmission</b>  | DFG                     | 8-SPD AUTO 8HP45 TRANS (BUY) |               |                                      |            |

|                |                           |                     |               |
|----------------|---------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   | [REDACTED]    |
|                | HAZEL GREEN AL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                               |                                                 |
|---------------------------------------------------------------|-------------------------------------------------|
| Product - Electrical - Battery - Other - Default              | Customer states that the Battery has died       |
| Product - Drivability - Unknown - No Start - Default          | Customer states that the vehicle will not start |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                                                 |

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle is broke down. Customer states that the Battery died and when they checked under the hood there was smoke coming from near the Alternator.

Customer states that the Battery Light, ABS/TCS lights came on and vehicle would not start.

Customer states that the Dealer had advised that they would not be able to look at the vehicle for a week.

Customer states that he had also had an ongoing Powersteering Issue that was unable to be diagnosed.

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

Agent advised that we would need to have a diagnosis from the Dealer before we could look into the issue further.

Agent advised the Customer of the P08 Recall and advised that there are new Parts available that will prevent the issue from recurring - Customer mentioned he had the repair completed under Warranty.

Customer is the Original Owner and has had 4 vehicles as per COIN History ( All Original Owner ).

Reassigned to JK671 By-pass - No Diagnosis.

Customer stated he had vehicle towed to dealer yesterday and he hopes they can work on it between other jobs instead of waiting a week. Writer called dealership and spoke to SA Kevin who stated they were running about a week behind. Writer mentioned recall on vehicle and SA Kevin stated they would do that while vehicle was there. Writer advised we would seek cost assistance for customer under D-12-27 if appropriate. Writer gave case number to SA Kevin and asked if he would call us with diagnosis. Writer advised customer of that information and that someone would be in touch with him.

NEXT AGENT: Customer fits dealer parameters for D-12-27 and has bought 4 vehicles from this dealership.

Closed CAIR.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |               |                                      |               |            |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|---------------|------------|
| <b>VIN</b>            | 2B3CL3CG3 BH [REDACTED] | <b>Open Date</b>                 | 06/18/2014    | <b>Built Date</b>                    | 03/11/2011    |            |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |               |            |
| <b>In Service Dt</b>  | 03/15/2011              | <b>Mileage</b>                   | 53,600        | <b>Dealer Zone</b>                   | 35            | WASHINGTON |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US            |            |
| <b>Color</b>          | PDM                     | TUNGSTEN METALLIC CLEAR COAT     |               |                                      |               |            |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT 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]    |            |
|                       | BELLMAWR NJ [REDACTED]  |                                  |               | <b>Country</b>                       | UNITED STATES |            |

|                                                                           |                                                     |
|---------------------------------------------------------------------------|-----------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer states that she has a defective alternator |
| Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown     | Lower control arm listed is in error.               |
| Product - Suspension - Lower Control Arms/Ball Jnts - Other - Unknown     |                                                     |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking assistance with repairs for vehicle.  
 Briefly summarize what the customer is expecting: Customer expecting to know if repairs would be covered under Service Contract.  
 Customer states that her vehicle stalled out while she was driving.  
 Customer states that she has contacted the DLR and they informed her that they recommend changing the battery to see if that will help.  
 Customer feels that it is not the battery however the alternator.  
 Customer has been told the cost would be approximately \$800.00 if the battery is changed and it does not solve the problem.  
 Customer states that she has had numerous electrical problems with the vehicle including the radio and the headlights that she had to replace.  
 Writer provided address for reimbursement for customer in regards to the headlights and P08 recall.  
 Writer advised customer that she does have a Service Contract with \$150.00 deductible.  
 Customer requested to know if these repairs would be covered under Service Contract.  
 Writer advised customer that a representative from MVP would have to inform her what is covered.  
 Writer contacted MVP for customer and transferred her to Agent Nick.  
 System Warning Message : CURRENT ODOMETER 053000 LOWER THAN THE LAST ODOMETER 053527.  
 Per VIP: 08050105 Generator-3.6 liter engine PLAN COVERED REPAIR.  
 \*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
 THIRD OWNER  
 OOW 3/36 IN D-12-27 IN 5/100 PWTN, IN X56 3.6L LEFT CYLINDER HEAD 120 Months or 150,000 Miles  
 MVP Contracts: 1  
 RCP7100N Description: CERTIFIED PRE-OWNED LIMITED WARRANTY Deductible: 150.00

Owner History: New: 0 Used: 1

Status update provided via email to the following email address:

[REDACTED]  
Hello,

My name is Teri and I have been assigned as your case manager.  
This email is confirmation that your case [REDACTED] was successfully  
escalated to me.

After I review the details of your case I will be calling you at your  
preferred number, [REDACTED] within the one business day as  
promised.

My office hours are 7:15 a.m. to 3:45p.m (Mountain Time).

My contact information is 800.763.8422 EXT 66045.

If your preferred telephone number mentioned above isn t correct, please  
reply with the correction.

End of Status Update

Writer is not finding a Service Contract paid claim in the history for  
this repair issue.

CUSTOMER CONTACT:

Dodge CAIR Customer: [REDACTED] Ph: [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66045. The reason for the  
customer contact was to provide or request the following information:

What is the customer seeking with this case to CAC? What is the  
customer s expectation?

Per VIP: Per VIP: 08050105 Generator-3.6 liter engine PLAN COVERED REPAIR  
under the MVP service contract.

2ND ATTEMPT CUSTOMER CONTACT:

Dodge CAIR Customer: [REDACTED] Ph: [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66045. The reason for the  
See lines 53-57.

Follow up 06/25/14 due to volume.

Secondary Phone # none

\*\*\* E-mail: \*\*\* [REDACTED]

[REDACTED] called to speak with their Case Manager. Transferred the  
customer to CM TJ192 at ext 66045.

Status update provided via email to the following email address:

[REDACTED]  
Hello,

You can access your MVP service contract provisions via:  
moparvehicleprotection.com

Thank you for being a Dodge customer.

End of Status Update

INBOUND CALL: Customer

[REDACTED] Ph: [REDACTED] called for a case status.

Writer advised that warranty 3/36 has expired. The customer is showing as  
3rd owner.

The customer did not have an expectation other than voicing that there  
have been multiple repairs that she felt should not have been needed.  
She had complaints of tires and headlamps and recall issues that she had  
paid out of pocket for.

Writer advised that when she purchased a used vehicle, any manufacture  
warranties in effect would cover repairs under the warranty, a used car  
warranty would have been applied per terms.

The vehicle does have a MVP service contract.

Per VIP, LOP 08050105 Generator is covered under the contract with  
\$150.00 deductible. Rental is also provided per the terms.  
Writer will contact the dealer for possible parts expediting.

DEALER CONTACT:

Dodge Dealer Code: 35- 43849 Phone: 856-848-5008.

John in the parts department verified:

ALTERNATOR

#RL801779AG

#ORDER 183792

Special Handle order coming from Dallas, TX. The ETA is by 06/27/14

Status update provided via email to the following email address:

[REDACTED]  
Hello,

I have verified part order and delivery status for your vehilce repair  
as:

ALTERNATOR

#RL801779AG

#ORDER 183792

Special Handle order coming from Dallas, TX. The ETA is by 06/27/14

Thank you for your patience.

End of Status Update

INBOUND CALL: (Customer)

Writer was advised that the vehicle was repaired and returned to the customer. Writer was advised that there is a new concern of a squeaking noise now. Writer advised to take the vehicle back to the dealer for diagnosis/repair.

The customer requested that writer call ahead and advise the dealer she is bringing the vehicle back now.

DEALER CONTACT:

Dodge Dealer Code: 35- 43849 Phone: 856-848-5008. SM/Mike C.

Writer advised that the customer is coming back now for the new concern of a squeak noise in the front left side.

Writer was advised that the alternator was covered under a contract.

Writer advised that good will assistance may be given due to hardship and multiple repair issues.

Dealer will call with the diagnosis to determine next step.

What is the current mileage ?

INBOUND CALL: ( Dealer)

SM/Mike stated that he diagnosed the vehicle and found that the ball joint and control arm assembly need to be replaced. SM/Mike states that the system is down and he is unable to check for service contract coverage at this time. He stated that he is unsure if the part will need to be ordered. SM/Mike stated that the vehicle is drivable in the mean time.

INBOUND CALL: ( Customer)

The customer called with questions about the drivability of her vehicle.

Writer advised that the SM had stated that the vehicle was drivable.

The customer stated concerns of any possible sabotage as the vehicle had tires replaced and inspections with no problem and then went to the dealer for the alternator issue with no other concerns and to have the vehicle released back to her with the concern was bothering to her.

The customer would like one more attempt today to have writer contact the dealer for coverage and part availability information.

\*\*\*\*\* Supervisor Call \*\*\*\*\*

Writer spoke with [REDACTED] and was advised that CM TJ192 is doing a great job assisting the customer. [REDACTED] stated that she is waiting for a part to arrive and that she wants the vehicle fixed and running as design. Writer advised the customer that her CM is her to help so that all her expectation has been met by the dealership, Dodge and CM TJ192. Customer thanked writer and stated that CM TJ192 is a great Case Manager and she is glad to have CM TJ192 working with her.

[REDACTED] called, requesting her Case Manager. Transferred customer to CM TJ192 at ext 66045 VM as CM was unavailable.

DEALER CONTACT:

Dealer Code: 35- 43849 Phone : 856-848-5008 SM/Mike.

The service department is closed. PervVIP 02100708 Bushing, front lower control arm-Right or left MVP CONTRACT : 37533102, PLAN: RCP7100N , PLAN COVERED REPAIR .

CUSTOMER CONTACT:

Dodge customer [REDACTED] Ph: [REDACTED] .

per lines 152-15 components appear to be covered, however, the part and order information have not been confirmed.

CUSTOMER CONTACT:

Dodge customer [REDACTED] Ph: [REDACTED] .

Writer left a message per lines 157-158.

INBOUND CALL: (Dealer)

SM/Mike called stating that he will order a front upper control arm and bushing. Line 152 is not correct.

An appointment can be set for July 8th through the 10th some time.

The part is covered but does have the \$150.00 deductible. The dealer states that the hour of diagnosis done at writer's request will be payment rejected. SM/Mike is asking for an RA to pay it out.

The DM notes have been noted :CAIR #:25185513 - CAC WILL AUTHORIZE THE 1

HOUR DIAGNOSIS TIME TO FIND THE UPPER CONTROL ARM AS THE CAUSE FOR THE REPAIR. THE TOTAL REPAIR COST IS \$89.99 .

INBOUND CALL: (Customer)

The customer has concerns of having to wait 2 weeks for an appointment. Writer is not able to govern the appointment schedule or part order and delivery status unless it is a special handle part that can be escalated.. Writer fan reimburse rental and other out of pocket costs if documents are submitted that support the repairs and reimbursement. Customer who was calling to speak with the case manager stated that it was a little confusion, she apologized and disconnected the call.

DEALER CONTACT:

DODGE. Dealer Code: 35- 43849 Phone : 856-848-5008 SM/Mike.

Writer called the parts department and spoke with the parts department and was told that no part order has been placed

DEALER CONTACT:

DODGE Dealer Code: 35- 43849 Phone: 856-848-5008 SM/Mike.

Writer was advised that parts are ordered and coming from New York. He does not have the order and ETA information available right now.

CUSTOMER CONTACT:

Dodge customer [REDACTED] Ph: [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66045. The reason for the customer contact was to provide or request the following information:

Writer has information per lines 181-187. There is no exact ETA for parts and appointment time frame is subject to availability. There is no close time frame to set an appointment per the dealership.

INBOUND CALL (Customer)

Writer advised of lines 184-187. The customer requested writer to get updated information if the part order and ETA and follow up with her today.

Writer advised that CAC does not link up to all the dealer s systems and does not over ride them as customer thought . Writer has to call the dealer for verbal information.

Writer had offered a bus pass or taxi reimbursement as the customer had stated she can not take a rental and has no other means of transportation. The customer declined asking only to rush the part deliver and repair.

Writer had offered a bus pass or taxi reimbursement as the customer had stated she can not take a rental and has no other means of transportation. The customer declined asking only to rush the part deliver and repair.

DEALER CONTACT:

DODGE Dealer Code: 35- 43849 Phone: 856-848-5008 SM/Lou and not Mike as previously advised.

SM transferred writer to the parts department. Writer was advised by John in parts that the part was delivered and there. SM/Lou stated that he can set the appointment for July 14th 2014. He does not have an appointment available any sooner.

CUSTOMER CONTACT:

Dodge customer [REDACTED] Ph: [REDACTED].

Writer advised of lines 211-217.

The customer states that she was last told from the dealership that she could set an appointment for around July 8th. The customer feels that she is being put off and does not want to have to be part of Dodge anymore.

DEALER CONTACT:

DODGE Dealer Code: 35- 43849 Phone: 856-848-5008 SM/Lou .

SM/Lou set the appointment for 07/14/14 at 8:00 am.

INBOUND CALL (Customer)

The customer called for any status change of getting an appointment by July 8th as she states that the dealer said previously.

Writer advised that the SM had only July 14, 2014 available at the soonest. The customer states that she teaches a Bible study school and has no other means to get there the week of the 14th.

The customer requests that the part be delivered to the next area dealer for possible repair before then.

The customer accepted an MVP maintenance contract , oil changes 3 year and 4 per at \$35.00- \$40.00 allowance for a customer satisfaction offer because the customer stated that she felt that as a customer she was not cared about by the dealership.

INBOUND CALL (Customer)

The customer called to get a dealer repair appointment any sooner that for 07/14/14.



The customer does want writer to ask SA/Mike for any appointment near 07/8/14 because SM/Lou is not accommodating any repair near the 8th as customer was told she could have the repairs completed.

Writer advised that any reimbursement for gas purchase can be considered for reimbursement if she has a neighbor or friends drive her to the Bible School she will instruct at as the vehicle is not currently scheduled for repair in time to driver there herself.

DEALER CONTACT:

DODGE Dealer Code: 35- 43849 Phone: 856-848-5008 SM/Lou, SA/Mike.

SA/Mike states that SM/Lou makes the appointments.

SM/Lou stated that there is no room on the lot for any other vehicles to be repaired.

No new appointments can be made for any sooner that 07/14/14.

CUSTOMER CONTACT:

Dodge customer [REDACTED] Ph: [REDACTED]

Writer advised of lines 249-254.

Agent contacted customer stated she is not for sure what is going on and wants to know when the repairs will be done.

Agent contacted dealer spoke with the Trent in the Service department stated that the Service Department is closed and to call back at a later time when the Service Manager is available. CM will follow up on 7/8, with the customer and the dealer.

[REDACTED] called in to speak with CM TJ192, writer transferred the call to CM TJ192.

\*\*\*\*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

INBOUND CALL (Customer)

Writer advised that the appointment set has not been changed.

It was confirmed that the repair is to the upper control arm.

Writer received a voicemail with request from the customer to fax a letter to her that writer did promise to reimburse a \$150.00 deductible and gas.

CUSTOMER CONTACT:

Dodge customer [REDACTED] Ph: [REDACTED]

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66045. The reason for the customer contact was to provide or request the following information:

Writer is not able to fax a letter of promise of any offer to the customer.

Per lines 235-236, writer offered an MVP Oil change contract.

Per line 245, gas/fuel reimbursement was offered.

The \$150.00 deductible is part of the service contract terms and cannot be waived or reimbursed.

CUSTOMER CONTACT:

Dodge customer [REDACTED] Ph: [REDACTED]

Writer advised of lines 283-286, writer cannot reimburse a service contract deductible.

Writer is able to reimburse any loan payment for days in shop.

The customer stated that she did have to pay insurance and was not able to drive the vehicle. Writer will reimburse 50/50 of the insurance payment when documents are submitted.

The billing statement and proof of recent payment is needed.

Writer took incoming call for [REDACTED], [REDACTED] requested to speak to a supervisor in regards CM TJ192. Mrs. [REDACTED] stated that CM offered her reimbursement for the deductible \$150.00, gas reimbursement and 3 oil changes. Customer stated that she just received message from CM stating that CM advised her that she never offered her the reimbursement for the deductible but the oil changes which they are worth \$150.00.

Customer stated that she wants the \$150.00 back as she was promised.

Writer advised that there is no where in the notes where her CM offered her the deductible reimbursement. Writer advised that we are a different department from her MVP and we cannot provide with reimbursement. Writer advised that customers that want to dispute deductible will be thru MVP.

Customer stated that the reason why CM was going to reimburse her deductible is because the dealership broke her vehicle, Customer stated that she took the vehicle to the dealership for a recall and dealer advised that tires needed to be replaced and there was an issue with the brakes. Customer stated that there was a noise on the vehicle and when



she got home the noise got worse. Customer stated that if the dealership should it check on that she will not have to pay the deductible. Writer advised that our dealership cannot diagnose vehicles without the customer's concern, writer advised that if customer did not authorize them they will not check on that. Customer stated that they have to do a 21 inspection and stated that she work with mechanics and her boyfriend is a mechanic. Writer reiterated that our dealership cannot inspect the vehicle without customer's authorization. Writer also explained that even if the dealership would do the repair then her MVP requires the \$150.00 per visit. Writer advised that a supervisor will listen to the call to see what it was offered, writer advised that if the CM did offer the deductible, Chrysler could offer with a contract EC312N which is worth \$155.00 but again we cannot reimburse the deductible. Customer requested to speak to the supervisor once he/she listens to the call. Customer also stated that CM offered her free oil changes for the life of the vehicle, writer advised that we don't have anything like that. Customer also asked to listen the call and in writing. Writer advised that supervisor will listen to the call and advised that we cannot share and provided anything in writing that is proprietary information and advised a call back by tomorrow at [REDACTED].

Supervisor Call  
Customer was contacted today on phone number [REDACTED]. Writer left a voice message advising another Supervisor would attempt to reach her again tomorrow, 7/16/2014.

Writer received a call from the customer. Customer informed she had a Supervisor contact her back and was not able to get to the phone. Customer would like to speak with a supervisor at this time. Writer transferred the call to BD774.

\*\*\*Immediate Supervisor Call

Customer states that she was promised reimbursement for the service contract deductible. Writer advised that per lines 285-286, we cannot reimburse for the service contract deductible but we will be able to reimburse for the fuel costs that were promised and add the service contract. Customer states she understands. Customer states she has been having multiple issues with the way the service department at the dealership has been treating her. Customer states she picked up her vehicle from the dealership and it is making a weird creaking noise. Customer states she does not feel confident in bringing her vehicle back to the dealership to have the issue addressed. Writer advised customer that we can address the issues with the dealership and that we will work on getting her vehicle fixed. Customer agreed and requested that supervisor CM1101 contact her back on 7/16. Writer advised that any issues that need to be addressed by a supervisor can be addressed by writer. Customer states she would just like to speak with the previous supervisor. Writer advised customer that we will request the callback be made but made no promises. Customer agreed.

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

lv162@chrysler.com on 2014-07-16 @ 08:47

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

Status update provided via email to the following email address:

[REDACTED]  
[REDACTED] t

I am contacting you to apologize that we were unable to call and further discuss your case. I have scheduled another Supervisor to contact you on 7/17/14.

Thank you.

End of Status Update

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

lv162@chrysler.com on 2014-07-17 @ 11:43

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

Begin Customer Message reviewed:

Hopefully, someone will call me back... I am so disappointed in Dodge.

End of Reviewed Customer message

Customer Document Reviewed.

Writer reviewed the documents received:

An auto policy bill showing \$1245.49 total balance billed and July 4, 2014 billed amount due is \$230.72.

Agent contacted customer advised that she was approved for 381.38 for everything that she wanted reimbursed and for the SC. Customer was excited and wanted to know how to do the oil changes, agent stated that



she can go to any CJDR dealer and pull up the VIN on her vehicle and see in the system that she has a SC. Customer understood and thanked the agent.

Customer called to check on the reimbursement check. Writer advised it was mailed on 07/21/14, and can take two and a half weeks to arrive. Customer stated she thought it would be 7-10 business days from 07/14/14. Writer advised the last time we spoke with her on the file was 07/18/14, and that was when the check was sent on for further approval. Customer thanked writer for the information.

██████████ called to get a status of the check. Writer stated that check was sent for further approval can sent out. Writer advised if by middle of next week customer still has not received check to call back.

CHECK RETURNED BY POST OFFICE - NOT DELIVERABLE AS ADDRESSED. I WILL REFER THE CAIR TO SMM25 FOR ADDRESS VERIFICATION.

8/8/14 Verified with owner address is correct.

██████████ Refresh COIN Change Owner Change Address

BELLMAWR , NJ-██████████

Sent email to ss27.

REMAILING CHECK.

\*\*\*\*\*SUPERVISOR CALL \*\*\*\*\*

Customer is requesting to have the check overnited to her as she is tired of waiting for the reimbursement, she finds it very hard to believe that the first check was sent back as she has lived at this address for 18 years and has never had an issue. Writer advised that the post office sent it back as undeliverable as addressed, Writer confirmed with customer her mailing address and checked the spelling, Customer stated that she was told 3-5 business days, Writer that it was remailed on 08/08/2014, so it most likely hit the mail on 08/11/2014 and CAC has to give it a full 3-5 business days, so if its not received by 08/18/2014 to let CM know. Customer had contacted CAC for some assistance on this case. Customer received the reimbursment from the mail today and the vehicle has no horn and it is not honking. The car is squeeking is coming from the front driver side of the car. The customer picked up her car on (07/14/14) and it was originally was for the alternator change. Customer paid for it. A screeching sound is still happening and took the car back to the dealership. The repairs had been completed. Two weeks ago the car is still having this loud screeching sound. Customer would like a new case to be opened. Writer transferred to ECS to move this case forward. There is a fleet attachment to this case. Customer is on hold to speak with ECS TL Tina.

Customer states the vehicle is experiencing problems still and she will not to pay again a deductible for the dealership try to find out what is happening with the vehicle.

Customer to talk with a supervisor. Transferred the customer to AA928 at ext.# 66139. Per AA928 writer proceed to open a new case for the customer to be contacted in a business day.

MS ██████████ called about the oil changes that was promised on 7/15/2014. writer advised to customer that the oil changes have not been added and will make sure that the form is submittted today and oil changes will be added no later than friday 8/22/2014.

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

[REDACTED]

|                       |                          |                                  |                  |                                      |                     |                         |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG5                | BH [REDACTED]                    | <b>Open Date</b> | 06/19/2014                           | <b>Built Date</b>   | 05/05/2011              |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 05/06/2011               | <b>Mileage</b>                   | 63,000           | <b>Dealer Zone</b>                   | 74                  | DENVER                  |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                      | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 58297                    | SHEPHERD TEAM AUTO PLAZA         |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 1819 SOUTH MAIN          |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | FORT SCOTT               |                                  |                  | <b>Dealer State</b>                  | KS                  | <b>Dealer Zip</b> 66701 |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | FORT SCOTT KS [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                            |                                                                      |
|------------------------------------------------------------|----------------------------------------------------------------------|
| Dealer - Service/Body Shop - Transaction - Other - Default | Misdiagnosed vehicle and replaced battery instead of the alternator. |
|------------------------------------------------------------|----------------------------------------------------------------------|

Briefly summarize why the customer is contacting Chrysler:  
 Customer calling regarding DLR complaint. Customer stated the alternator went out and he brought vehicle to DLR for repair. Customer stated DLR advised him the battery needs to be replaced. Customer stated he paid for a new battery, but it was only a temporary fix. Customer stated he brought vehicle back again and was able to get the alternator replaced. Customer stated he was sending an email and wanted to CC Chrysler. Agent advised customer unfortunately there is no email address she could provide him. Agent advised customer could send a letter to Chrysler regarding his complaint. Agent advised customer that she would also document his complaint. Agent advised customer that Chrysler takes all complaints seriously. Customer stated he would appreciate that. Customer stated he would like the DLR to prorate what he paid for the brakes. Agent advised customer she could contact the DLR to find out what could be done regarding that.

\*\*

Agent called DLR 58297 to speak with Service Director Steve regarding the customers concern, but he wasn't available. Agent left a message asking him to call back. Agent left customers CAIR number and CAC call back number. Agent advised customer she tried calling Steve, but he wasn't available. Agent advised customer someone would contact him once we hear back from Steve.

\*\*

Briefly summarize what the customer is expecting:  
 Customer calling to document complaint.  
 Reason for Dealer Contact: To find out if there is anything the DLR can do for the customer.  
 Dealer Code: 58297  
 Dealer Personnel Required: Service Director Steve  
 Customer's Preferred Method of Contact:  
 Customer Phone Number (Morning): [REDACTED]  
 Reason for assigning to Resolution Team: Unable to reach DLR, end of shift.  
 Assigned to 86T  
 DEALER CONTACT: SHEPHERD TEAM AUTO PL, | 58297, | 620-223-0900:

SD Steve Fortenberry:

No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.

MESSAGE FROM DEALER: 6/20 @ 5:29 pm

SD called returning agents call.

DEALER CONTACT: SHEPHERD TEAM AUTO PL, | 58297, | 620-223-0900:

SD Steve Fortenberry:

No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.

CUSTOMER CONTACT: [REDACTED], | [REDACTED]:

Agent advised the customer that we are still actively working his file and when we have been able to collaborate with the dealer, agent will call the customer soon after. Agent also provided the customer with the case number, and agent s phone and extension.

Dealership is calling back and would like to be transferred to Nick to discuss the call he received. Writer transferred customer to Nicks voicemail

DEALER CONTACT: SHEPHERD TEAM AUTO PL, | 58297, | 620-223-0900:

SD Steve Fortenberry:

SD states the last time the customer was there, they tested the battery, and the alternator, the test came up showing the battery is to be replaced and the alternator was fine that day. SD states if the alternator tested good then they won t need to replace the alternator. SD stats that was in February. SD states now just 2 weeks ago the alt was bad and that now tested out to be needing replacement. SD states the priced out an new alt at \$640. the customer wanted a reman alt priced out at \$449. The SD states he discounted that to \$339 plus they discounting the labor at 15% off too. They also provided free diagnosis charge for this customer. SD states they have done the best they can to help out this customer.

SD states they have no recent concern with the brakes and the customer never brought anything up with the brakes.

SD states he would have done more but this customer is too far out of warranty by miles.

CUSTOMER CONTACT: [REDACTED], | [REDACTED]:

Agent advised the customer that we have spoken to the SD at the dealer and relayed the information to them regarding customer s concerns.

Agent advised the customer that we take all of these complaints seriously and we will be escalating your concern to the Chrysler Business Center and the Dealer will be notified of the issue. Thank you for taking the time to bring this to our attention and the case will be closed.

Customer was advised that their concern is being forwarded for review.

Confirmed customer s contact information.

Preferred method of contact: phone

Preferred contact number [REDACTED]

Preferred email address: n/a

Customer s concerns were reviewed with:

Servicing Dealer: SHEPHERD TEAM AUTO PL, | 58297

Spoke with: (SD Steve Fortenberry)

(SD Steve Fortenberry) states that: lines 55-69

Assigned CAIR to 86L

\*\*\*\* Dealer Notification Sent \*\*\*\*

Agent closing CAIR since Red Letter has been sent.

DM called SM STEVE. Dealer has gone above and beyond to assist customer with resolution and customer has not accepted any offers at this time.

Concern is considered routine maintenance due to vehicle age and mileage, routine vehicle maintenance is customer responsibility. Vehicle is out of warranty coverage by time and mileage. Close case. JJS140

Customer stated that he wanted to have the red letter that was sent to the DLR sent to him. Agent informed customer that we would not be able to send that information out. Customer did not understand why. Agent advised customer that it is preparatory information and we would not be able to send that out to him.

Briefly summarize why the customer is contacting Chrysler: customer is contacting Dodge for information about if we could send the information about the red letter to the customer.

Briefly summarize what the customer is expecting: seeking if we can send documentation about what was send in regards to the red letter.

Agent advised customer of lines 94-98. Agent advised that we handle all complaints internally and the information that was sent to the DLR is



preparatory.

---

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

[REDACTED]

|                      |                        |                                    |               |                                      |            |
|----------------------|------------------------|------------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1BH [REDACTED] | <b>Open Date</b>                   | 06/20/2014    | <b>Built Date</b>                    | 02/28/2011 |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 03/02/2011             | <b>Mileage</b>                     | 61,000        | <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>        | 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>   |               |
|                | SAN ANTONIO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                             |                                                  |
|-------------------------------------------------------------|--------------------------------------------------|
| Corporate - Recall - Default - Default - Default            | customer seeking if recall on battery            |
| Corporate - Warranty Coverage - Default - Default - Default | customer seeking what warranty is on the vehicle |

Briefly summarize why the customer is contacting Chrysler: Customer states he keeps getting letters in the mail about the factory warranty. Customer states the vehicle started messing up. Customer states its an electrical problem with the dash. Customer states the battery keeps going out. Customer states he took the battery out to charge it. Customer states not the remote wont work. Customer states he was online and seen there was a recall with the battery and alternator.

Briefly summarize what the customer is expecting: Customer seeking what warranty he has on the vehicle. Customer seeking if the recall for battery is on the vehicle.

Agent advised customer he has 4 warranties left on the vehicle the POWERTRAIN, PERFORATION, EXTENDED FEDERAL EMISSIONS and X56 3.6L LEFT CYLINDER HEAD.

Agent advised customer there is only the 3 recalls on the vehicle L28 FRONT EXTERIOR DOOR HANDLES, M10 ABS/ESC WIRING and P08 HEADLAMP WIRING.

Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because he wanted to reprogram his key fob.

Briefly summarize what the customer is expecting: Customer was expecting to reprogram his key fob for the vehicle.

Agent transferred the customer to Joe at dealership (45448) in the service department to set up appointment for the reprogramming of his key fob.

Agent updated COIN customer telephone.

Customer called asking why the key fob will not work and the dash is giving him messages that it can not find the key. Customer states the battery went dead and he replaced it but now the vehicle does not recognize the key fobs. Agent called Sam SA at NORTH STAR DODGE CHRYSLER JEEP and was advised it is a first come first service dealership. Agent transferred the call to the customer to allow the SA to bring the vehicle in.

Customer called in because his vehicle is acting up again. Customer states he had the battery replaced in the vehicle yesterday and it was in battery saver mode and as soon as the radio was turned on it killed the battery. Customer states he went out an hour later and his vehicle started right up and started shaking then the check engine light came on. Agent advised customer that he will need to get the vehicle to a dealership because we can t diagnose the issue from here. Agent advised customer that he still has two open recalls on the vehicle that he can also get completed.

Customer thanked agent for the assistance.

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

[REDACTED]

|                       |                       |                                  |                  |                                      |                   |            |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2C3CDXBG5             | CH [REDACTED]                    | <b>Open Date</b> | 06/23/2014                           | <b>Built Date</b> | 10/12/2011 |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 01/31/2012            | <b>Mileage</b>                   | 49,115           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PX8                   | BLACK CLEAR COAT                 |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT 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>                    | [REDACTED]        |            |
|                       | HOUSTON TX [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                               |                                                  |
|-------------------------------------------------------------------------------|--------------------------------------------------|
| Product - Drivability - Unknown - No Start - Default                          | Vehicle won't start                              |
| Product - Drivability - Unknown - Stalling - Default                          | customer claims the vehicle dies when backing up |
| Corporate - E-Reimbursement - Default - Default - Default                     |                                                  |
| Corporate - Reimbursement - Default - Default - Default                       |                                                  |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default     |                                                  |
| Product - Electrical - Battery - Complete Failure - Default                   |                                                  |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall |                                                  |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall                |                                                  |

Briefly summarize why the customer is contacting Chrysler:

Customer calling regarding issue with vehicle. Customer stated vehicle is dead and he is unable to start it. Customer stated a couple days ago the headlights quit working. Agent advised customer its unfortunate he has been experiencing an issue with his vehicle. Customer stated he found recalls online that he feels applies to his vehicle. Agent advised customer all recalls are VIN specific and based on build dates. Agent advised customer that there are two incomplete recalls on file, N07 and P08. Agent advised customer that he should bring vehicle to any authorized CJDR DLR for a formal diagnosis. Customer stated he wanted to know what warranty was remaining on his vehicle. Agent advised customer that according to the mileage he provided there is POWERTRAIN, PERFORATION, EXTENDED FEDERAL EMISSIONS and X56 3.6 L LEFT CYLINDER HEAD warranties remaining on the vehicle. Agent advised offered to transfer customer to DLR to schedule an appointment but customer stated he already has an appointment scheduled.

\*\*

Briefly summarize what the customer is expecting:

Customer calling seeking assistance with vehicle repair. Reassigned to JL1168 for Survey Bypass - No Diagnosis. Customer states the vehicle is at the dealership and the concern is still unresolved. Customer advised the dealership wants to put an alternator in it and that will not solve the problem. Customer states the dealership even stated it would be the first repair to see what caused it. Customer is paying out of pocket and feels that this is not right. Customer states he is a loyal Dodge owner and will leave CDJR if this is not properly resolved.

CSR contacted NORTHWEST CHRYSLER JEEP DODGE @ 832-912-2500. CSR left message with TJ, service advisor, asking him to verify what the diagnosis is and what their means to assist this customer. CSR advised no STAR case is showing and wants to confirm if this is an option at this time.

Customer Contact Number: [REDACTED]

CSR advised customer, as per Answer ID 18734, that his case would be sent to a CM for unresolved issues. CSR advised customer this is NOT an offer for cost assistance but for resolution. Customer stated he understands.

Reassigning to 88F

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

Survey By Pass - No Diagnosis

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

OOW (Which): Out of warranty by 13,115

MVP (Active or expired): none

Ownership history:1 new 0 used

Status update provided via email to the following email address:

[REDACTED]  
Hello, my name is Taylor and I have been assigned as your case manager.

This email is confirmation that your case, [REDACTED], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [REDACTED], within the one business day as promised. My office hours are 8:00AM 4:30PM (Mountain Time). My contact information is 800.763.8422 EXT 66015. If your preferred telephone number mentioned above isn't correct, please reply with the correction (please ignore the system generated message below).

End of Status Update

Writer contacted NORTHWEST CHRYSLER JEEP at 832-912-2500 and left a message for SA Michelle

Writer received VM from SA Michelle, SA states that the customer picked up his vehicle on 6-27-14.

Status update provided via email to the following email address:

[REDACTED]  
I have confirmed repairs from the dealer. This will now move the case to a two day close out period. If in these two days there is still issues please contact back at 800-763-8422 ext. 66015 and the case will continue. If there are not any further issues then no contact back is needed and the case will close on day two. Thank you for working with Dodge and being a valued loyal customer. Have a great day.

End of Status Update

Begin Customer Message reviewed:

From what I'm understanding the issue I have experienced is one that has become a 'regular fix' for the 2012 Charger. With that being stated what is the Chrysler Corporation going to do to ensure their customers do not bear the cost of the issue... Just because I elected to take care of the cost of the repairs doesn't warrant an issue resolution. I would like to be reimbursed because obviously you all are aware of the issue but reluctant to recall the malfunctioning mechanism.

End of Reviewed Customer message

Status update provided via email to the following email address:

[REDACTED]  
We can look into reimbursement for you. All that is needed is the invoice from the dealership, and proof of payment. Please attach both documents to the link sent in another email. It is good for 7 days, and only one click. If you experience issues with the link please fax them to 801-736-3929. Thank you

End of Status Update

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

[REDACTED] on 2014-06-30 @ 12:41

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66109  
The reason for the dealer contact was to provide or request the following information: Confirm repairs.

Writer waiting for documentation.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66109.  
The reason for the dealer contact was to provide or request the following information: Confirm that repairs are completed.

Writer spoke with the customer who confirmed that repairs were completed at a cost of approximately \$1,100.00. Customer is worried about the

future of the automobile, because the alternator, battery, and other parts are failing, when the vehicle has low mileage relatively speaking. Customer feels that he has received a defective automobile, and wants goodwill as a reimbursement, etc.

Writer to consider approval of reimbursement.

██████████ calls to speak with a supervisor.

Transferred the customer to AS1371 at ext 66013.

\*\*\*\*\* Supervisor Call \*\*\*\*\*

Customer upset about his vehicle not working correctly. Customer states that he is seeking reimbursement for an alternator, battery, and battery cables replacement. Customer states that there is an electrical problem with the vehicle. Writer advised customer that without documentation a decision can not be made. Customer states that the case manager was supposed to contact the dealership and get documentation. Writer called dealer and spoke with Service Advisor Josh and asked for all documentation to be faxed or emailed to writer. Writer advised customer of this information. Customer asked for Area Manager and Vice Presidents contact phone number. Writer advised customer that writer is unable to give him that information. Customer asked to speak with writers supervisor. Writer transferred customer to LV162 at 66268.

\*\*\*Supervisor Call

Customer stated that he hasn't gotten any satisfaction from anyone in Chrysler. Customer stated that he has been trying for a month to get a reimbursement taken care of and it is just starting to progress. Customer stated that he has 2 new recalls on his vehicle that need to be addressed. Customer stated that he has had to pay for the repair of the alternator, battery, and battery cables. Customer stated that he wants to know what is going to occur on the recalls. Customer stated that he also wants contact information to higher ups so that he can portray his distaste with the situation. Customer stated that he would like to leave his vehicle in the parking lot of the VP as he does not want the vehicle anymore. Writer requested what recalls the customer has as all the recalls on the vehicle have been completed. Customer stated that none of the recalls have been completed on the vehicle and needs to still be done. Writer informed the customer that the previous supervisor is working on the reimbursement process. Writer informed the customer that further contact information cannot be provided as we do not have them available. Customer stated that he wants to go up in the chain as he is not getting the assistance he needs. Writer transferred the call to CC1004.

\*\*\*SUPERVISOR SUP CALL\*\*\*

The customer claims this issue has been going on for a while and he has been dealing with Chrysler for about a month. The customer claims he received a call from the dealership offering him a buy back on the vehicle, however they only offered him \$15,000 and he bought it for \$27,000 3 years ago. The customer wants Chrysler to admit to selling poor products, the writer informed the customer that Chrysler provides a great product and we stand behind all warranties. The customer is frustrated that with 49,000 miles on the vehicle the alternator went out and the battery failed. The writer understands the frustration of the electrical issues, however the issue happened outside of warranty. The writer informed the customer that the CM is awaiting documentation from the dealership on the repairs to look further into reimbursing him for the repairs as he is just OOW. The customer then claims the 3 recalls on his vehicle have not been completed and wants them done. The writer informed the customer that the CM will contact the dealership to confirm the recalls have been completed. The customer then claims the vehicle dies when backing up, the writer asked the customer if the vehicle had been diagnosed, the customer states the vehicle is at the dealership now and they are looking at something else. The writer informed the customer the CM will contact the dealership for diagnosis information and any direction on repairs they may be doing, also review the repair order for reimbursement. The customer disconnected the call.

Writer contacted the dealership. They are not aware of the issue backing up. They confirmed replacing the battery and alternator.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66109. The reason for the customer contact was to provide or request the following information:

Send in documents for reimbursement.

Customer: ██████████ calling to speak with CM; TR831 CM is not



available. Writer transfer call to CM; MA1152

Customer contacted writer. Writer informed customer that documents have not been received from the dealership as of now. Customer became irate and stated that he would not like a call back unless he is getting reimbursed.

Writer received a call from Customer who stated that the documents have been faxed 2 times. Writer did check and advised we have received that documents and they are being attached to the chase at which time CM will review and then contact Customer

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

ab1595@chrysler.com on 2014-07-30 @ 18:37

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

Reimburse for Battery and Alternator (per Chad).

Reviewed Documents submitted:

Parts = \$600.36

Labor = \$188.10

Total = \$788.46 : Amount to be reimbursed to the customer.

Customer Document Reviewed.

Issue check as soon as possible.

Writer spoke with customer saying his documents have been received.

Stated his CM will review the documents and get the reimbursement processed. Customer is up set because he has not heard from his CM. Customer wants resolution of his vehicle. Customer wants more than what he is getting for compensation. Customer said he has had so many issues with his vehicle that he does not want his vehicle. He wants further compensation than the reimbursement he is getting. CMTR831 needs to follow up with customer.

Reimbursement amount is \$788.46 plus Misc of 15.00 plus Tax of 50.77 equals a total reimbursement of \$854.23.

Submitted request for reimbursement approval to NS864.

The vehicle is still experiencing electrical problems. Vehicle malfunctioning since customer purchased the vehicle. Purchasing for a price of \$37,900.00. And, vehicle is not performing. Vehicle has had 8 recalls since he purchased the vehicle.

When vehicle backs up, the vehicle shuts off. And, when the customer starts up, the lightening bolt comes on in the dash.

Issues have not been fixed, after several repairs. Issues keep repeating themselves. CM will contact the dealership for an appointment to bring in the vehicle, and to open a STAR case.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66109.

The reason for the dealer contact was to provide or request the following information: Open Star Case on this vehicle, due to repeat issues after numerous repairs.

Wait on Reimbursement of \$854.23 until repairs are completed.

Michelle

Agent attempted to contact dealer Service Manager (SM), and Michelle, SA, however,

SM not available. Left message for a return call at extension 66109.

The reason for the dealer contact was to provide or request the following information: Open Star Case.

CM spoke with the customer: Advised that he needs to get an appointment with Michelle, SA, to bring the vehicle in to take a test drive and open a STAR case, for further diagnosis. Customer to advise when he has an appointment.

Writer waiting for appointment date, that customer is setting with the dealership for his vehicle to be diagnosed.

Customer to contact CM with appointment date with the dealership.

Repairs completed at this stage: Dissatisfied: Process the Goodwill Reimbursement: Submit Approval.

New Address: 8702 Light Fall Circle, Houston, Texas 77095

Reimburse for Battery and Alternator: per CC1004. See Line 180

Reviewed Documents submitted:

Parts = \$600.36

Labor = \$188.10

Total = \$788.46 : Amount to be reimbursed to the customer.

What has the customer requested? \$788.46

If this is a Recall or Extended Warranty, enter the campaign number. No

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

No

Enter the Mileage at the time of the repair. 49,115

Enter the Date when the repairs were completed. 07/30/2014

What is the total cost of the Parts to be reimbursed? \$600.36

What is the total cost of the Labor to be reimbursed? \$188.10

What is the total tax to be reimbursed? \$0.00

What is the total amount being reimbursed? \$788.46

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]  
[REDACTED]

Houston, Texas [REDACTED]

Reimbursement Approved for Battery and Alternator: per CC1004 (CHAD). See Line 180

Reassigned to 88C for final approval: See line 180 and line 249. This reimbursement was approved by CC1004 (Chad:TL) on July 31, 2014. Check has been approved.

[REDACTED] to get status of the check. Writer advised that check was approved 8/27/2014 and takes 7-10 business days to receive.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG1  | CH [REDACTED]                    | <b>Open Date</b> | 06/23/2014                           | <b>Built Date</b> | 11/01/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 11/01/2011 | <b>Mileage</b>                   | 52,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PX8        | BLACK 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]    |
|                | HUNTSVILLE AL [REDACTED] | <b>Country</b>      | UNITED STATES |

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|                                                             |                                                |
|-------------------------------------------------------------|------------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default | wanted to know which warranties are on vehicle |
|-------------------------------------------------------------|------------------------------------------------|

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Briefly summarize why the customer is contacting Chrysler:  
Customer wanted to know what warranties are on vehicle. If alternator and battery were still covered.  
Briefly summarize what the customer is expecting:  
Information on warranties.  
Agent advised which warranties are still active. Alternator and battery would be under basic warranty which has expired.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                                 |                                   |                  |                                      |                     |            |
|-----------------------|---------------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|------------|
| <b>VIN</b>            | 2C3CDXBG0                       | CH [REDACTED]                     | <b>Open Date</b> | 06/24/2014                           | <b>Built Date</b>   | 03/01/2012 |
| <b>Model Year</b>     | 2012                            | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |            |
| <b>In Service Dt</b>  | 04/19/2012                      | <b>Mileage</b>                    | 37,274           | <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>         | ERB                             | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |            |
| <b>Transmission</b>   | DFG                             | 8-SPD AUTO 8HP45 TRANS (BUY)      |                  |                                      |                     |            |
| <b>Dealer</b>         | 43173                           | DODGE COUNTRY, LTD.               |                  |                                      |                     |            |
| <b>Dealer Address</b> | 1902 E CENTRAL TEXAS EXPRESSWAY |                                   |                  |                                      |                     |            |
| <b>Dealer City</b>    | KILLEEN                         | <b>Dealer State</b>               | TX               | <b>Dealer Zip</b>                    | 76542               |            |
| <b>Owner</b>          | [REDACTED]                      |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]                      |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED] |
|                       | KILLEEN TX                      | [REDACTED]                        | <b>Country</b>   | UNITED STATES                        |                     |            |

|                                                                        |                                     |
|------------------------------------------------------------------------|-------------------------------------|
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | not able to reach dealer for d12-27 |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  |                                     |

Briefly summarize why the customer is contacting Chrysler: Customer calling in to see if we could assist with cost assistance. Agent called over to dealership and could not reach sm to make the request. As per ac doc 24109 did not leave message.

Briefly summarize what the customer is expecting: Cost assistance  
 Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is xxx-xxx-xxxx  
 Customer email address for case updates: XXXXX@XXXXX.com  
 Who has possession of the vehicle? dealer 43173  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? Dodge Country  
 Reassigned to 88F  
 Customer called in looking for an update on the case. writer informed customer the case is still being working on.  
 \*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
 Service Dealer:43173  
 Owned: New 1 / Used 0  
 Out of Warranty: Expired (Odometer)  
 Service Contracts :The vehicle has no active Service Contracts  
 Writer contacted DLR 43173 on 254-634-6767 to get the status of the customer's issue. Writer spoke with Walt the SA who informed writer the vehicle needs an Alternator. Writer informed the SA the customer was seeking cost assistance but the vehicle was in the DLR parameters and the SM needed to make the decision. Writer was transferred to the SM Larry who informed writer the customer is not loyal to the DLR and therefore the customer will need to pay a co-pay of \$100.00. The SM informed writer the SA will contact the customer and informed the customer on the decision.  
 Writer contacted the customer [REDACTED] to inform the customer of the case being escalated to writer. The customer was informed by the customer the vehicle went to battery save mode and then shut off, the vehicle was brought to the dealership and was diagnosed as the alternator needing

replacement. The customer was informed the DLR was contacted and the SM at the dealership has decided to assist the customer in the repairs.

Writer provided contact information to the customer. Customer's expectation is to have the vehicle repaired in a timely manner. Writer informed the customer a follow up will be 06/26/2014.

Writer contacted DLR 43173 on 254-634-6767 to get the status of the customer repairs, writer was informed the SM was unavailable and writer requested to speak with a SA. Geraldine the receptionist informed writer the vehicle is in finished status but transferred writer to the SA Walt working on the vehicle for more information. Geraldine informed writer the SA was unavailable and took writer's information for the SA to contact writer back.

Writer contacted DLR 43173 on 254-634-6767 to get the status of the vehicle. Writer spoke with Madison who informed writer the vehicle has been repaired and the RO is closed. Writer requested to speak with the SA Walt who confirmed the vehicle repairs are completed and the customer has the vehicle.

Writer attempted to contact customer, however, customer was not available. Writer left message for a return call at 1-800-763-8422 extension 66258. The reason for the customer contact was to get the status of the vehicle repairs and to inform the customer the case is in a closed loop and will be closed in 2 days if there is no contact.

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

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |               |                                      |            |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG6BH [REDACTED]  | <b>Open Date</b>                 | 06/24/2014    | <b>Built Date</b>                    | 02/11/2011 |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 04/01/2011              | <b>Mileage</b>                   | 60,000        | <b>Dealer Zone</b>                   | 70         |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>          | PRY                     | REDLINE 3 COAT PEARL             |               |                                      |            |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |               |                                      |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |            |
| <b>Dealer</b>         | 44567                   | SISBARRO DEMING LLC              |               |                                      |            |
| <b>Dealer Address</b> | 4211 NEW MEXICO HWY 549 |                                  |               |                                      |            |
| <b>Dealer City</b>    | DEMING                  | <b>Dealer State</b>              | NM            | <b>Dealer Zip</b>                    | 88030      |
| <b>Owner</b>          | [REDACTED]              | <b>Contact Type</b>              | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]              | <b>Home Phone</b>                | [REDACTED]    |                                      |            |
|                       | MESQUITE NM [REDACTED]  | <b>Country</b>                   | UNITED STATES |                                      |            |

|                                                                            |                                                       |
|----------------------------------------------------------------------------|-------------------------------------------------------|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default              | 5/100 powertrain                                      |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Customers car was smoking when engine was turned off. |
| Corporate - Property Damage - Default - Default - Default                  |                                                       |

Briefly summarize why the customer is contacting Chrysler: Customers car was smoking when engine was turned off.

Briefly summarize what the customer is expecting: Customer opened his hood and seen a lot of smoke coming out from under the hood. And the alternator is all black. Customer is demanding for dodge to fix this issue however the agent stated he would have to take the car in to the dlr however the customer is not willing to pay for the tow or the dlr to have them look at it. Agent is requesting a supervisor call for the customer James at [REDACTED]

**\*\*Supervisor\*\***

Supervisor called customer @ [REDACTED]. Supervisor left voice mail message stating another call back will occur within 1 business day. 1st attempt.

Supervisor called customer at [REDACTED]. No answer. 1 more attempt will occur.

**\*\*\* Supervisor callback [REDACTED] \*\*\***

Spoke with son [REDACTED] who thinks the alternator went out, but isn't sure if its a different problem with the engine. Either way the customer wants the repair to be covered. He has only owned the vehicle a few months and thinks the repair should be covered no matter what

Supervisor advised that the vehicle needs to be diagnosed at a dealer before it can be determined if its covered or not. Advised of the remainder of the 5/100 powertrain warranty, however advised that the alternator is not covered under that warranty and if that is the problem there would be no cost assistance.

**\*\* Customer hungup the line\*\***

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

[REDACTED]

|                       |                             |                                  |                  |                                       |                     |               |
|-----------------------|-----------------------------|----------------------------------|------------------|---------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXDTX                   | CH [REDACTED]                    | <b>Open Date</b> | 06/25/2014                            | <b>Built Date</b>   | 11/02/2011    |
| <b>Model Year</b>     | 2012                        | <b>Body</b>                      | LDEP48           | DODGE CHARGER R/T AWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 11/29/2011                  | <b>Mileage</b>                   | 55,000           | <b>Dealer Zone</b>                    | 32                  | NEW YORK      |
| <b>Plant</b>          | H                           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                     | US                  |               |
| <b>Color</b>          | PX8                         | BLACK CLEAR COAT                 |                  |                                       |                     |               |
| <b>Engine</b>         | EZH                         | 5.7L V8 HEMI MDS VVT ENGINE      |                  |                                       |                     |               |
| <b>Transmission</b>   | DGJ                         | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                       |                     |               |
| <b>Dealer</b>         | 63292                       | LAWLESS CHRYSLER JEEP, INC.      |                  |                                       |                     |               |
| <b>Dealer Address</b> | 196 LEXINGTON ST            |                                  |                  |                                       |                     |               |
| <b>Dealer City</b>    | WOBURN                      | <b>Dealer State</b>              | MA               | <b>Dealer Zip</b>                     | 01801               |               |
| <b>Owner</b>          | [REDACTED]                  |                                  |                  |                                       | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                  |                                  |                  |                                       | <b>Home Phone</b>   | [REDACTED]    |
|                       | NORTH ANDOVER MA [REDACTED] |                                  |                  |                                       | <b>Country</b>      | UNITED STATES |

|                                                                           |                           |
|---------------------------------------------------------------------------|---------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default     | alternator repair         |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | dealer replace alternator |

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler because they had a no start issue and they went to the dealer and had their battery replaced for about \$300. Customer states they had the issue again shortly after and are now at the dealership and were told they need an alternator that is around \$700. Customer seeking cost assistance. Agent attempted to reach SM to discuss assistance under D-12-27 but he was not available. Agent advised customer the case will require additional research and if agent is unable to reach the dealership by the end of today the case will be escalated. Customer thanked writer. Agent provided case number.

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

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 63292

Reassigned to 88F

Customer seeking case update information. Agent advised CM JI106 (Justin) has been assigned to CAIR. Agent provided customer with CM JI106 contact information (800-763-8422 @ ext 66379)

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

Is the Original Owner yes

Has 1 NEW CDJR

Has 2 USED CDJR

0 cancelled service contract

1 active service contract

1 expired service contract

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66033

The reason for the dealer contact was to provide or request the following information: need update on diagnosis



CM called [REDACTED] and verified expectation customer needs assistance on repair of alternator and battery replacement writer will contact SM to verified diagnosis of vehicle and will contact customer on possible assistance no offer made at this time

MR Steve SA from dealer called and state customer needs alternator and cost parts and labor \$790.00 plus tax writer advice as per time and miles vehicle falls into Dealer Goodwill Administration Process SA will verified with SM on good will to customer writer will contact dealer on update of case

CM called dealer and spoke with SA JEFF state dealer is going to assist on Goodwill Process with \$200.00 co pay writer will contact customer to call dealer on authorization on repair of replacing alternator

CM called [REDACTED] and advice to contact dealership on status of repair writer advice we will contact him on 7/2 to verified repair

CM called dealer and spoke with SM STEVE state vehicle is repair and return to customer dealer goodwill alternator for customer with \$200.00 co pay writer will contact customer to verified repair

CM called [REDACTED] and verified repair of alternator replace customer state he is satisfied with repair from Chrysler writer verified if we can close case customer agreed to close case

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

All of the customer s concerns as documented in the reason codes have been addressed with the customer.

---

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

[REDACTED]

|                       |                        |                                  |                  |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG9              | CH [REDACTED]                    | <b>Open Date</b> | 06/26/2014                           | <b>Built Date</b>   | 07/28/2011    |
| <b>Model Year</b>     | 2012                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 09/19/2011             | <b>Mileage</b>                   | 57,000           | <b>Dealer Zone</b>                   | 35                  | WASHINGTON    |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8                    | BLACK CLEAR COAT                 |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 26767                  | CROSSROADS CHRYSLER JEEP DODGE   |                  |                                      |                     |               |
| <b>Dealer Address</b> | 4510 WHITEHILL BLVD    |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | PRINCE GEORGE          | <b>Dealer State</b>              | VA               | <b>Dealer Zip</b>                    | 23875               |               |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | HOPEWELL VA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

Product - Electrical - Unknown - Other - Default

battery saving mode error message

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about battery saving mode error message. Customer stated dealership could not answer the question. Agent searched owner s manual for answer with no results. Agent called dealer and was informed the dealer could not answer the question because dealer connect in not functional. Agent informed customer that he would be contacted with the answer as soon as our technical database is up and running again.

Briefly summarize what the customer is expecting: Customer expects to be informed on what the battery saving mode error message means. Customer stated that the alternator in the vehicle is defective and is seeking information on this issue. Agent reviewed the recalls on the vehicle and advised the customer that there is nothing regarding the alternator currently and if he gets this fixed to keep the receipt in case a recall is ever issued and he can submit for consideration for reimbursement.

Customer is calling back in to inquire on what kind of alternator is in his vehicle. Agent transferred caller over to Allen at his local dealership.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                    | <b>Open Date</b> | 06/26/2014                           | <b>Built Date</b> | 06/29/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 06/30/2011 | <b>Mileage</b>                   | 66,993           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |             |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT 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>   | [REDACTED]    |  |
|                       | BAKERSFIELD CA [REDACTED] |                     |    | <b>Country</b>      | UNITED STATES |  |

|                                                                       |                                     |
|-----------------------------------------------------------------------|-------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator is not working properly. |
| Corporate - Technical Assistance - Default - Default - Default        |                                     |
| Dealer - By-Pass - Default - Default - Default                        |                                     |
| Recall - P08: HEADLAMP WIRING - Information Request                   |                                     |

Briefly summarize why the customer is contacting Chrysler: Customer states that she believes that when she had a recall P08 performed on her vehicle the dealership caused her alternator and battery to fail. Customer is seeking to have the needed repaired covered.

Briefly summarize what the customer is expecting: Cost assistance.

DEALER CONTACT: Haddad Dodge (41198) at 661-398-0264. Writer spoke with Angel (Service Advisor). Writer was advised that the alternator shorted out and caused the battery to short out too. However, the repair needed does not have anything to do with recall P08 as the customer thought however they are unsure why it happened and it was not due to customer use.

Customer states that she will be attempting to have the concern repaired by the dealership and requested to have a copy of the letter sent to her again. Writer advised that her request will be forwarded to another department and one can be sent out. Customer understood.

Customer is seeking a copy of recall notice P08.

Reassigned to 82K.

7/10/14 Obtained Recall P08 Notification Letter. Mailed Recall P08 Notification Letter.

Reassigned file back to JH1321 for proper handling.

Writer contacted customer at [REDACTED]. Writer left message letting customer know that the letter has been sent out.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                         |                                  |               |                                      |            |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG3 CH [REDACTED] | <b>Open Date</b>                 | 06/27/2014    | <b>Built Date</b>                    | 09/07/2011 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 09/13/2011              | <b>Mileage</b>                   | 45,223        | <b>Dealer Zone</b>                   | 70         |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PDM                     | TUNGSTEN METALLIC 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]    |
|                | TUCSON AZ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                |                                               |
|----------------------------------------------------------------|-----------------------------------------------|
| Product - Emissions - Oxygen Feedback Sensor - Other - Default | Customer stating an issue with the oxygenator |
|----------------------------------------------------------------|-----------------------------------------------|

Customer is calling in seeking a refund on a battery. Customer states the alternator blew up in her car and she had to pay for a battery. Agent called dealership 45603 and spoke to the SA Marcus. Marcus advised that that they can t prove that the battery was taken out by the alternator. Customer states the vehicle was towed in because the alternator started smoking. Marcus advised that the alternator burnt the battery and the customer paid for a new battery from Auto Zone and is seeking a refund. Marcus advised they could not assist with a refund at the dealership level. Agent advised the customer that since she is outside of the warranty that the battery would be covered under we can not provide her a refund for the battery. Customer states she s going to be going to court and speaking to the Better Business Bureau

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

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

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

[REDACTED]

|                       |                      |                                  |                  |                                      |                     |                   |       |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 2B3CL3CG1            | BH [REDACTED]                    | <b>Open Date</b> | 06/28/2014                           | <b>Built Date</b>   | 04/19/2011        |       |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                   |       |
| <b>In Service Dt</b>  | 04/25/2011           | <b>Mileage</b>                   | 49,984           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES       |       |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                   |       |
| <b>Color</b>          | PDM                  | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                   |       |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                   |       |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                   |       |
| <b>Dealer</b>         | 49903                | M FRANICH CPD/AVIS               |                  |                                      |                     |                   |       |
| <b>Dealer Address</b> | PO BOX 651           |                                  |                  |                                      |                     |                   |       |
| <b>Dealer City</b>    | PARSIPPANY           |                                  |                  | <b>Dealer State</b>                  | NJ                  | <b>Dealer Zip</b> | 07054 |
| <b>Owner</b>          | [REDACTED]           |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE         |       |
| <b>Address</b>        | [REDACTED]           |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]        |       |
|                       | IRVING TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES     |       |

|                                                                               |                                           |
|-------------------------------------------------------------------------------|-------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default                   | advised customer of extended warranty X56 |
| Product - Drivability - Unknown - Hesitation/No Power - Default               | lost steering when he had lost power      |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | recall on vehicle                         |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall                | recall on vehicle                         |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default                 |                                           |

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that while he was driving in the free way the vehicle had lost power and the steering had gone out. The customer stated that he had his vehicle towed to the dealership. The customer had called to inquire about any recalls or warranties on the vehicle for this issue.

Briefly summarize what the customer is expecting: Information on recalls.

Agent had advised the customer there are two incomplete recalls on his vehicle N07 and P08. Agent had also advised the customer Chrysler had put and extended warranty on the vehicle X58 for the left cylinder head. There is nothing for the problem he is having now.

Agent had advised the customer to call back when the vehicle had been diagnosed and had provided the customer with the case number.

SA Audry from dealership 26820 is calling in regards to the customers vehicle.

What is the diagnosis? Alternator and battery need replacement Barings are gone causing damage to the battery and now ill not take a charge. Seeing more and more Chargers with this issue.

Is the concern a result of misuse/abuse/lack of maintenance? No

Could the customer have caused/prevented concern? No

Is the concern related to age and mileage? No

Is vehicle maintained? All service done at the dealership

What is the general condition of the vehicle? Good

Have there been any previous related repairs? No

Have there been a previous out-of-pocket repairs? No

What is the estimated cost of the repair? \$1065.97

When could it be completed? N/A

Do you feel this customer should receive assistance? Yes

Has this customer been provided assistance previously? No

Would you be willing to provide assistance? Agent spoke with SA Audry. Audry transferred agent to the SM Davis.

Davis explained that the customer has only purchased three oil changes from the dealership and that all other work has been done under warranty. Davis explained that the customer is also in need of two tires, brake fluid and a tune up.

Davis is willing to do D-12-27 for the cost of the alternator and the battery if the customer will pay out of pocket for the other work needed on the vehicle.

Dealership will contact customer and inform him about the other work that needs to be done and the current offer.

Customer called to check the status of this case. Agent advised of lines 37 to 39.

---

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

[REDACTED]

|                      |                         |                                   |               |                                      |            |
|----------------------|-------------------------|-----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG3 CH [REDACTED] | <b>Open Date</b>                  | 06/29/2014    | <b>Built Date</b>                    | 11/11/2011 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                       | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 12/17/2011              | <b>Mileage</b>                    | 80,000        | <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>        | ERB                     | 3.6L V6 24V VVT ENGINE            |               |                                      |            |
| <b>Transmission</b>  | DFG                     | 8-SPD AUTO 8HP45 TRANS (BUY)      |               |                                      |            |

|                |                               |                     |               |
|----------------|-------------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                    | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                    | <b>Home Phone</b>   | [REDACTED]    |
|                | SULPHUR SPRINGS TX [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Defective - Default

alternator and battery went out

Briefly summarize why the customer is contacting Chrysler:  
Customer wanted to know about warranty as he had to replace both alternator and battery recently  
Briefly summarize what the customer is expecting:  
Information on warranty.  
Agent advised parts are under 3/36 which has expired.

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

[REDACTED]

|                       |                       |                                  |                  |                                      |                   |            |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2C3CDXBG2             | CH [REDACTED]                    | <b>Open Date</b> | 06/30/2014                           | <b>Built Date</b> | 09/30/2011 |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 10/03/2011            | <b>Mileage</b>                   | 56,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PDM                   | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 68513                 | DALLAS DODGE CHRYSLER JEEP       |                  |                                      |                   |            |
| <b>Dealer Address</b> | 1246 OLD GRIFFEN ROAD |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | DALLAS                | <b>Dealer State</b>              | GA               | <b>Dealer Zip</b>                    | 30132             |            |
| <b>Owner</b>          | [REDACTED]            |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]            |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | HIRAM GA [REDACTED]   |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

Product - Drivability - Unknown - Other - Default

Customer stated car died and unable to start.

Briefly summarize why the customer is contacting Chrysler:

Customer stated car died and unable to start.

Briefly summarize what the customer is expecting:

Customer stated the car died and they were unable to get it started.

Customer states they have to charge the battery in order to put the vehicle into neutral to move the vehicle but does not hold charge.

Customer stated vehicle was towed to DLR 68513. Agent contact DLR and spoke with Kerry from service. Kerry stated they havnt had the opportunity to diagnose the problem. Agent educated customer to contact back tomorrow after diagnostics have been completed.

Briefly summarize why the customer is contacting Chrysler: Customer called stating she wants someone to pay for the alternator. Customer states she was told we could not assist until the dealership saw the car. She states they looked at it late today. Customer states she does not want to pay for the alternator. Customer states she will pay for the battery. Agent called the dealer seeking d-12-27. Agent was advised the SM is not available. (Agent is escalating the case as per ac document 24109.). Agent advised the customer that we will be escalating the case to a case manager for further assistance. Customer states she wants it noted that she can get cheaper parts at Autozone. Agent advised this will be documented and reminded her that parts bought from the dealership come with a 12 month 12000 mile warranty. Agent advised a case manager will call her in one business day. Customer thanked the Agent and ended the call.

Briefly summarize what the customer is expecting: Cost Assistance

Who has possession of the vehicle? dealer

Has an authorized dealer diagnosed the vehicle? yes

If a CDJR dealer has diagnosed, what is the dealer name and code? DALLAS DODGE CHRYSLER JEEP 68513

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: none

Reassigned to:88f

Customer is calling in seeking updates on her case. Customer requested a supervisor right away, customer states she is very upset and does not



want to deal with this issue anymore, customer states she s going to take this higher than the case manager. Agent was able to contact the CM directly. Agent explained the situation and advised Shaylyne that the customer had already hung up and was very upset. Shaylyne advised she would contact the customer as soon as possible.

Writer is going to need to call dealership and gather further information on the diagnosis and repair. Customer states that they do not agree with the diagnosis. Writer stated that if the vehicle is not ready by tomorrow, they require a rental vehicle for the weekend. Writer will contact dealership and gather information. Writer will call customer on 7/3/14

Rental will be provided for up to 5 day(s) if needed.

Briefly summarize why the customer is contacting Chrysler: Customer s husband stated his wife called a while ago. Customer s husband stated two days ago the engine shut down. Customer s husband stated it was taken to the dealership, the alternator and the battery were needing to be replaced. Customer s husband his wife suggested that they do not do the repair at this time and they replaced the parts anyway.

Briefly summarize what the customer is expecting: Customer s husband stated he wants to have the parts removed and he will have the vehicle towed somewhere else. Customer s husband wants the new parts taken out , the old parts put back in and he will have the vehicle taken elsewhere.

Writer located information in Answer Connect ID: 19956

Writer supplied the customer with the cair number and CM information - (800-763-8422) - SB1596 Shaylyne 66363

Writer spoke with SM Carrie in regards to the repair. SM stated that they got verbal authorization from the customer to go ahead with repairs. SM stated that the customer needs to come to the dealership and puck up the vehicle. Customer stated that the vehicle is currently under the customer s wife s name; however dealership states that the vehicle is under his name. Writer will call customer and advise the customer that they need to pick up the vehicle.

Customer called and transferred to ext. 66363 at her request.

Customer was transferred by SI85. Writer attempted to speak with customer s wife, but customer was shouting foul language and was completely agitated. Writer attempted to calm customer down by explaining that the vehicle was repaired, and that the dealership had authorization threw the customer s husband to complete repairs. Customer would not let agent speak and agent attempted to transfer call to a supervisor, however the customer disconnected.

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

---

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

[REDACTED]

|                      |            |                                   |                  |                                      |                   |            |
|----------------------|------------|-----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG1  | CH [REDACTED]                     | <b>Open Date</b> | 06/30/2014                           | <b>Built Date</b> | 08/12/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 09/27/2011 | <b>Mileage</b>                    | 52,000           | <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>        | 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]    |
|                | SUNRISE FL [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Defective - Default

Customer calling in seeking if there is a recall on the alternator.

Briefly summarize why the customer is contacting Chrysler: Customer calling in because he is having an issue with his vehicle. Customer states it started with the key fob battery dieing now he needs to replace the alternator and battery of the vehicle. Customer doesn t understand why this is happening to a vehicle that is 2 years old. Customer states he was having no issues with the vehicle until that key fob died.

Briefly summarize what the customer is expecting: Customer wants to know if there is a recall for the alternator.

Agent advised customer that the only open recall on his vehicle was for the headlamp wiring harness. Agent called over to the dealership to see what is going on with the vehicle. Agent spoke with SA Corey who stated that the alternator is not functioning which caused his battery to die. Corey states the key fob is transmitting the signal fine now he just needs a new battery and alternator which is going to cost \$1000.00. Agent thanked Corey for this information.

Agent advised customer that the repairs need to be completed and that they don t know what caused it. Agent advised customer that his case is being documented and if there ever is a recall on the vehicle for this issue he can submit for reimbursement.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |               |                                      |               |          |
|-----------------------|------------------------|----------------------------------|---------------|--------------------------------------|---------------|----------|
| <b>VIN</b>            | 2B3CL3CG2BH [REDACTED] | <b>Open Date</b>                 | 07/01/2014    | <b>Built Date</b>                    | 03/26/2011    |          |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |               |          |
| <b>In Service Dt</b>  | 04/29/2011             | <b>Mileage</b>                   | 20,067        | <b>Dealer Zone</b>                   | 32            | NEW YORK |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US            |          |
| <b>Color</b>          | PSC                    | BILLET METALLIC CLEAR COAT       |               |                                      |               |          |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |               |                                      |               |          |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |               |                                      |               |          |
| <b>Dealer</b>         | 67617                  | DECOZEN CHRYSLER JEEP CORP       |               |                                      |               |          |
| <b>Dealer Address</b> | 665 BLOOMFIELD AVENUE  |                                  |               |                                      |               |          |
| <b>Dealer City</b>    | MONTCLAIR              | <b>Dealer State</b>              | NJ            | <b>Dealer Zip</b>                    | 07042         |          |
| <b>Owner</b>          | [REDACTED]             |                                  |               | <b>Contact Type</b>                  | TELEPHONE     |          |
| <b>Address</b>        | [REDACTED]             |                                  |               | <b>Home Phone</b>                    | [REDACTED]    |          |
|                       | NEWARK NJ [REDACTED]   |                                  |               | <b>Country</b>                       | UNITED STATES |          |

|                                                                           |                                         |
|---------------------------------------------------------------------------|-----------------------------------------|
| Corporate - E-Reimbursement - Default - Default - Default                 | 647.11/ One car payment only            |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | battery and alternator need replacement |

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

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

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

Briefly summarize why the customer is contacting Chrysler:

Customer states his alternator and battery needs replaced

His vehicle was towed to Dealer Code: 32- 67617 Dealer Name : DECOZEN

CHRYSLER JEEP DODGE Dealer Phone : 973-744-2000

Briefly summarize what the customer is expecting:

Customer seeks cost assistance.

Called dealership Dealer Code: 32- 67617 Dealer Name : DECOZEN

CHRYSLER JEEP DODGE Dealer Phone : 973-744-2000 Û to confirm details of diagnosis.

Asked for Service advisorÛ. Spoke with Service Advisor JamieÛ.

What is the diagnosis? Alternator and the battery

The vehicle is not completely diagnosed

The dealership is willing to look at d-12-27 or a discount after the vehicle has been diagnosed.

Reassigned to ro188 (no diagnosis)

Please close.

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to a concern with the vehicle and the previous repairs done to the vehicle. Customer state that he has all of his maintenance done at the DLR. Customer states that he is a loyal Customer to our brand. Customer states that he was barely outside of his warranty when the vehicle broke down and that the DLR 67617 offered no assistance for the repairs. Customer states that he was advised previously that the DLR would consider assisting the Customer and that the Customer paid 1022.19\$.

Briefly summarize what the customer is expecting: Customer is seeking if there is any consideration for being reimbursed. Agent contacted the DLR to request further information. Agent spoke to the SA Jamie, Jamie states that the vehicle was brought to DLR and that the DLR did a discount of 71.43\$. Agent feels that this is a grossly misguided decision as the

Customer's repairs totaled up to just over 1000 dollars. Customer's repairs are as follows Alternator- 530, Battery-184.00, and Labor 312.50. Agent understands that the battery is only 12/12000 however at this time the Customer is very loyal to our brand as well as the DLR. Customer goes to Paramus for oil changes and maintenance. Agent reviewed case with PC and was advised to escalate for further review.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
Survey By Pass - No Diagnosis

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

Preferred Morning/Midday call back number is: [REDACTED]

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code?67617

Reassigned to 88F

Customer called back to document the assistant manager's information:

Assistant Service Manager Ralph

201-488-8000 ext. 1061

SM stated he should fall within DLR goodwill but for some reason he did not. SM stated he is loyal to brand, and DLR and has low mileage. SM stated to call him back if needed. Agent advised the customer agent will document.

Customer is calling in to speak with CM. Agent contacted CM line. Agent then transferred Customer over to CM S VM.

[REDACTED] called requesting to speak to CM CC1548. Writer advised CM CC1548 is currently unavailable. Writer warm transferred customer to CM DS1489 for further handling.

Customer called into writer seeking update on his case. Writer informed the customer that his case has just been escalated to CAC today 07/22/14 and that his case would be assigned to a case manager sometime today. Writer informed the customer that a follow up will take place with him no later than tomorrow 07/22/14. Customer understood.

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

OOW: 3 months but in by miles

New/Used/Household: 2/0/2

MVP: No

Writer contacted the dealer 67617 at 973-744-2000. Writer spoke with Service Manager, Herb. SM informed writer of mileage as of 07/01/2014 is 20,067. SM stated the diagnosis resulted in several warning lights but the main concerns were the alternator and the battery in order to get the vehicle running. SM stated that the issues were not due to neglect or abuse. SM stated he refused goodwill to customer because he was not loyal to the dealership, but SM stated he was aware of the loyalty to the brand and has low mileage. SM informed writer that the vehicle has already had repairs and customer paid for the repairs. SM stated vehicle is with customer.

Customer called to speak with DL1121. Writer transferred call to x66150. Writer contacted customer at [REDACTED] Customer did not answer, there was no voicemail to leave a message.

Customer called in to speak with writer. Writer advised customer that writer is aware of the case, customer's vehicle has been repaired and customer has the vehicle. Writer wanted to know his expectations before case is closed. Customer wanted assistance because he is loyal and doesn't believe that was his responsibility to pay for it because the vehicle is only 3 years old. Writer informed customer that because he is loyal to Dodge and has low miles writer is willing to assist with car payment. Customer accepted offer and is going to fax in proof of payment tomorrow 07/23/2014. Writer verified customer's address and provided customer with case # [REDACTED], SLC FAX 801-736-3929 and ATT: DL1121. Customer stated car payment amount is \$647.11. Writer advised customer that once check is issued that case will automatically close.

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]  
NEWARK, NJ [REDACTED]

[REDACTED] called to speak with CM DL1121. Writer advised customer that CM DL1121 is currently unavailable. Customer has attempted to fax documents twice, fax failed. Writer confirmed fax number 801-736-3929 to be correct. Customer will try again later.



Customer contacted writer in regards of fax sent. Customer would like to confirm that we have received the fax. Writer advised we have not received anything yet but that it does take a while. Writer advised CM will call them by 3:00pm MST in regards of if the documents have been received or not.

Agent attempted to contact customer, however, customer was not available. Customer voicemail box was not set up and writer was unable to leave message. The reason for the customer contact was to provide or request the following information: Inform customer that writer has not received documentation yet and that it may take up to 48 hours to receive. writer will contact customer again on 07/25/2014 to inform if documents were received or not. If not writer will verify fax number and information with customer.

Status update provided via email to the following email address:

Hello [REDACTED],

This is Dacia your case manager. I attempted to contact you by phone, but there was no answer and I was unable to leave a voicemail. I was just contacting you to let you know that I have not received your documents yet, but it will take up to 48 hours for me to receive them. So i will contact you on Friday 07/25/2014 to give you an update about the documents.

Thank you for your patients and being a valued customer

Dacia

Dodge Case Manager

1-800-763-8422

EXT 66150

End of Status Update

[REDACTED] calls to speak with their Case Manager.

Transferred the customer to DL1121 at ext 66150.

Customer called in for writer to ask if writer received documents. Writer informed customer writer has not received documents yet and it could take up to 48 hours. Writer will contact customer as soon as writer receives them to inform customer check will be sent out.

Customer calls to speak with their Case Manager.

Transferred the customer to DL1121 at ext 66150.

Customer declined to provide a second phone number.

Customer called in to speak with writer. Writer informed customer that writer received documents for case to issue check for car payment. Writer informed customer that proof of payment is too old. Writer advised customer to send in a more recent proof of payment and it should take about 24 to 48 hours to receive. Writer informed customer that writer will contact customer as soon as writer receives proof of payment.

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

jk792@chrysler.com on 2014-07-24 @ 17:06

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

Customer is contacting Chrysler seeking if we have received his documentation yet.

Customer states that he sent documentation from June in today.

Agent advised to allow 24-48 hours until we receive those documents.

Customer seeking to speak with CM as well.

Agent transferred customer to DL1121 at ext 66150.

zWriter contacted customer to inform him that we have yet to receive the documentation.

Customer informed writer that customer sent documentations yesterday 7/24/14. Writer will follow up on Monday 7/28/14.

Customer Document Reviewed.

Customer called looking for an update on the case. Agent advised customer that his documents were reviewed on the 25th. Other than that there has not been any further updates on the case.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Car payment

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

No

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

No

Enter the Mileage at the time of the repair.

20067

Enter the Date when the repairs were completed.



07/18/2014

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

0.00

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

0.00

What is the total Tax to be reimbursed?

0.00

What is the total amount being reimbursed?

\$647.11 Car Payment Only

\*\*\*\*End structured narrative T2 - eReimbursement

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

lv162@chrysler.com on 2014-07-28 @ 17:52

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

OK to complete reimbursement check process

Customer Document Reviewed.

Check has been approved

Check has been approved

Customer called to speak with his case manager and got no answer it just

keep beeping. writer advised customer that the check has been approved.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG9  | BH [REDACTED]                    | <b>Open Date</b> | 07/04/2014                           | <b>Built Date</b> | 04/21/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/28/2011 | <b>Mileage</b>                   | 44,500           | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]                | <b>Home Phone</b>   | [REDACTED]    |
|                | RIDGECRREST CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                            |
|---------------------------------------------------------------------------|------------------------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default               | Customer seeks what items covered under extended warranty. |
| Corporate - Survey By-Pass - No Repair - Default - Default                |                                                            |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default |                                                            |
| Product - Electrical - Battery - Complete Failure - Default               |                                                            |

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

Am I covered?

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

I have purchased two extended service contracts in the past 2 years. In addition, I believe my car had an existing warranty upon purchase. My Charger has been in and out of the shop SEVERAL times over the past 2 years, and I don't seem to be saving any money with these service contracts... and now I need a new alternator and battery. Am I protected by a warranty/service contract and should I expect to pay for these 2 pricy parts out-of-pocket? My nearest dealership is about 90 miles away, so I'll

have to pay to get towed there, unless I'm covered by that as well.

Thank you for any information. David LaFromboise

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

Dear [REDACTED],

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

I am sorry to learn of the concerns raised regarding your vehicle's electrical system. I appreciate the time taken to bring this matter to my attention.

Your Extended Warranty Coverages will not cover the costs of the battery, but will cover costs associated with your Alternator/Generator.

The plan provides assistance due to a disablement caused by any mechanical failure and in addition, the Plan provides coverage for such items as towing to the nearest Dealer or authorized repair facility to a maximum of \$100, per occurrence. Any expense beyond \$100 is your responsibility at the time and site of service. Towing assistance will be dispatched only for mechanical disablements which renders the vehicle inoperative.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

Recall #

Description

P08

HEADLAMP WIRING

We suggest that you contact your local authorized Dodge dealer to make

arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email, [REDACTED]. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

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

[REDACTED]

|                       |                       |                                  |                  |                                      |                   |            |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2C3CDXBG5             | CH [REDACTED]                    | <b>Open Date</b> | 07/02/2014                           | <b>Built Date</b> | 07/28/2011 |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 12/05/2011            | <b>Mileage</b>                   | 45,420           | <b>Dealer Zone</b>                   | 42                | DETROIT    |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PX8                   | BLACK CLEAR COAT                 |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 26539                 | CUETER CHRYSLER JEEP DODGE LLC   |                  |                                      |                   |            |
| <b>Dealer Address</b> | 2448 WASHTENAW AVE    |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | YPSILANTI             | <b>Dealer State</b>              | MI               | <b>Dealer Zip</b>                    | 48197             |            |
| <b>Owner</b>          | [REDACTED]            |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]            |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | ROMULUS MI [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                               |                                         |
|---------------------------------------------------------------|-----------------------------------------|
| Product - Unknown - Unknown - No Start - Default              | Customer reports vehicle will not start |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                                         |

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle will not start. Customer states her servicing dealer cannot complete diagnosis on vehicle until next Tues due to scheduling for the long Independence Day weekend. Customer very dissatisfied with this as it is a long weekend and she will be without a vehicle the entire time. Customer reports vehicle was just at dealership 2 weeks ago to have recall P08 (HEADLAMP WIRING) completed. Customer reports before completion of recall, she did not have a single problem with her vehicle. and now it is broken down and no one is able to get it fixed.

Briefly summarize what the customer is expecting: Customer seeking rental assistance until diagnosis completed. Customer seeking tow assistance to get vehicle to dealership. Customer expecting Chrysler to intervene and force dealership to provide diagnosis on her vehicle immediately.

Agent advised customer Chrysler does not provide rental or tow assistance for out of warranty repairs. Agent advised customer she can rent a vehicle until diagnosis complete and if repairs are covered by warranty, she would be able to apply for reimbursement. Agent advised the same with tow assistance.

Agent offered to contact various dealers in here area to see who and how quickly her vehicle could be seen for diagnosis. Customer agreed. Agent contacted SA Sal at 26751 - TELEGRAPH DODGE CHRYSLER JEEP (734-947-2300) who advised he could complete diagnosis on vehicle on Monday. From 4 dealerships contacted in the customers immediate area, this is the earliest appointment available. Agent advised customer who states this will have to do since there are no other alternatives. Agent advised customer after diagnosis, if repairs are covered by warranty, customer would be able to apply for reimbursement of tow and rental expense. Customer very upset stating it is not her fault vehicle broke down and Chrysler should be providing these services as part of good customer service.

Agent offered to transfer customer to Roadside Assistance to make arrangements for tow to dealership. Customer agreed and call transferred.

\*no diagnosis. within goodwill (D-12-27)\*

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

Survey By Pass - No Diagnosis

Briefly summarize why the customer is contacting Chrysler:

Customer called because she wants to know if her warranty covers the alternator and the battery.

Briefly summarize what the customer is expecting:

Warranty coverage information.

Agent advised:

the customer that the warranty that would cover these repairs is expired but we would need a diagnosis to determine what the repair is. Customer did not agree with this answer and became irate customer now wants to make a complaint and wants a callback from a supervisor. The customer states my complaint is your guys customer service, that I have to pay for rental on recalls and that I want a callback that I continue to pay a car loan and insurance and it don t even cover anything when I need it.

Agent informed the customer that her complaint will be documented and that there is a one business day callback. Customer than ended the call.

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: [REDACTED]

Reason for request: Customer has complaints

CAIR assigned to: SG893

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

\*\*\*\*\*Supervisor Callback 313 646 0984\*\*\*\*\*

TL left voicemail - This is Sandra calling from Chrysler at your request to speak with a supervisor in regards to your 2012 Dodge Charger. I appologize that you are experiencing this, however we cannot force a dealership to diagnose the vehicle, and until it is diagnosed we cannot review for rental

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**Customer Assistance Inquiry Record (CAIR)#****25264003**

|                       |                            |                                   |                  |                                      |                     |               |
|-----------------------|----------------------------|-----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG4                  | CH [REDACTED]                     | <b>Open Date</b> | 07/03/2014                           | <b>Built Date</b>   | 07/27/2011    |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 11/23/2011                 | <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>Color</b>          | PS2                        | BRIGHT SILVER METALLIC CLEAR COAT |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE            |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                     |               |
| <b>Dealer</b>         | 68242                      | STAR CHRYSLER JEEP DODGE          |                  |                                      |                     |               |
| <b>Dealer Address</b> | 211-10 JAMAICA AVENUE      |                                   |                  |                                      |                     |               |
| <b>Dealer City</b>    | QUEENS VILLAGE             | <b>Dealer State</b>               | NY               | <b>Dealer Zip</b>                    | 11428               |               |
| <b>Owner</b>          | [REDACTED]                 |                                   |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                 |                                   |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | JACKSONVILLE NC [REDACTED] |                                   |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                                         |
|---------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer reports alternator has failed                                  |
| Corporate - Warranty Coverage - Default - Default - Default               | Customer seeking warranty/cost assistance coverage of replacement costs |

Briefly summarize why the customer is contacting Chrysler: Customer reports alternator has failed completely. Customer states he had battery tested by a Parts Supply business because it keeps losing charge. They advised battery will hold complete charge, but alternator is failing.

Briefly summarize what the customer is expecting: Customer seeking cost assistance to replace alternator. Agent advised vehicle will need to be diagnosed by an authorized Chrysler dealer before any form of cost assistance can be considered.

\*

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 is seeking out of warranty assistance in the form of cost assistance for replacement of alternator.

\*

\*no diagnosis. within goodwill (D-12-27)\*

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
Survey By Pass - No Diagnosis

Customer called back stating the vehicle had been diagnosed and was seeking cost assistance on the repairs. Agent called the dealer to speak to the SM regarding possibly assisting the customer under d-12-27. SM Steve agreed to offer a co-pay, with the dealer covering the cost of the part and the customer covering the cost of labor. SM Steve stated he will have SA Daryl call with the details on how much that will be for the customer. Agent relayed the offer to the customer and advised he will update him when he has the details from SA Daryl. Customer stated he is willing to accept the offer from SM Steve and Chrysler.

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

[REDACTED]

|                       |                          |                                  |                  |                                      |                     |                   |       |
|-----------------------|--------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 2B3CL3CG0                | BH [REDACTED]                    | <b>Open Date</b> | 07/05/2014                           | <b>Built Date</b>   | 06/22/2011        |       |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                   |       |
| <b>In Service Dt</b>  | 06/27/2011               | <b>Mileage</b>                   | 87,000           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES       |       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                   |       |
| <b>Color</b>          | PDM                      | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                   |       |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                   |       |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                   |       |
| <b>Dealer</b>         | 49903                    | M FRANICH CPD/AVIS               |                  |                                      |                     |                   |       |
| <b>Dealer Address</b> | PO BOX 651               |                                  |                  |                                      |                     |                   |       |
| <b>Dealer City</b>    | PARSIPPANY               |                                  |                  | <b>Dealer State</b>                  | NJ                  | <b>Dealer Zip</b> | 07054 |
| <b>Owner</b>          | [REDACTED]               |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE         |       |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                      | <b>Home Phone</b>   |                   |       |
|                       | GREENSBORO NC [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES     |       |

|                                                                    |                                  |
|--------------------------------------------------------------------|----------------------------------|
| Recall - M10: ABS/ESC WIRING - Information Request                 | open recall inquiry              |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Information Request | open recall inquiry              |
| Recall - P08: HEADLAMP WIRING - Information Request                | open recall inquiry              |
| Corporate - Product Information - Default - Default - Default      | reimbursement information on P08 |

Briefly summarize why the customer is contacting: customer called in as she had previous repairs on her vehicle concerning the head lamps for P08 and how she would go about reimbursement

Briefly summarize what the customer is expecting: agent told the customer the reimbursement information and customer was pleased

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding recalls.

Briefly summarize what the customer is expecting: Customer is expecting information on recalls. Customer is wondering if there are any recalls on her vehicle. Agent advised the customer that she has 3 incomplete recalls. Agent advised the customer of the P08, N07, and the M10.

Customer stated she thought she seen smoke coming from the alternator. Agent advised the customer that the vehicle needs to be taken to the DLR. Customer stated she will call a towing company and have it towed to someone. Customer was looking for prices on repairs. Agent offered to contact the DLR to set up an appointment, customer declined. Agent advised the customer that agent does not have that information. Customer thanked agent and disconnect.

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

[REDACTED]

|                       |                       |                              |                  |                                      |                     |                         |
|-----------------------|-----------------------|------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2C3CDXBG3             | CH [REDACTED]                | <b>Open Date</b> | 07/07/2014                           | <b>Built Date</b>   | 11/04/2011              |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 04/09/2012            | <b>Mileage</b>               | 26,500           | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES             |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PX8                   | BLACK CLEAR COAT             |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |                         |
| <b>Transmission</b>   | DFG                   | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |                         |
| <b>Dealer</b>         | 52912                 | GLENN E THOMAS COMPANY       |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 2100 E SPRING ST      |                              |                  |                                      |                     |                         |
| <b>Dealer City</b>    | SIGNAL HILL           |                              |                  | <b>Dealer State</b>                  | CA                  | <b>Dealer Zip</b> 90755 |
| <b>Owner</b>          | [REDACTED]            |                              |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]            |                              |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | COMPTON CA [REDACTED] |                              |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                                  |                                                             |
|----------------------------------------------------------------------------------|-------------------------------------------------------------|
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management | Customer complaint regarding customer service at dealership |
|----------------------------------------------------------------------------------|-------------------------------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer called regarding a dealership complaint against Glen E Thomas (52912). Customer states her vehicle shut down and they had to have it towed to the dealership for repairs to the alternator and the battery. Customer states prior to having the vehicle towed there she was advised they would not be able to get to it right away. Customer states the dealership has had the vehicle for three days and they did not even offer her a rental vehicle. Customer states no one called her when they started making repairs to advise what was wrong with the vehicle. Customer states SM Tom had advised he would reimburse for the rental time but she had to call him 3-4 times before he had even filed the reimbursement paperwork for the rental costs. Customer states the dealerships customer service and compassion for the customer is lacking.

Briefly summarize what the customer is expecting: Customer is expecting to file a dealership complaint. Agent contacted the dealership and spoke with SM Tom who advised that they have been very busy and the customer has voiced her concerns regarding their customer service to him already. SM Tom states he has the rental reimbursement check for the customer and was planning to call her later today.

Agent advised customer of this information and advised customer we will document her complaint on file. Customer understood and states she will refer to SM Tom for the reimbursement check.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                      |                                    |                  |                                      |                     |               |
|-----------------------|----------------------|------------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG8            | BH [REDACTED]                      | <b>Open Date</b> | 07/07/2014                           | <b>Built Date</b>   | 02/18/2011    |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 04/30/2011           | <b>Mileage</b>                     | 33,030           | <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>         | ERB                  | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |               |
| <b>Dealer</b>         | 60314                | FLETCHER CHRYSLER-DODGE-JEEP       |                  |                                      |                     |               |
| <b>Dealer Address</b> | 3111 E 32ND ST       |                                    |                  |                                      |                     |               |
| <b>Dealer City</b>    | JOPLIN               | <b>Dealer State</b>                | MO               | <b>Dealer Zip</b>                    | 64804               |               |
| <b>Owner</b>          | [REDACTED]           |                                    |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]           |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | NEOSHO MO [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                       |                                                                        |
|-----------------------------------------------------------------------|------------------------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator/Battery issue under warranty - seeking towing reimbursement |
|-----------------------------------------------------------------------|------------------------------------------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer is calling seeking reimbursement for towing for battery/alternator issue which was covered under warranty.  
Briefly summarize what the customer is expecting: Towing reimbursement  
Agent provided information how to submit a claim as per Answer ID 19204 to be considered for towing reimbursement. Agent advised to allow up to 30 days for processing.

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

[REDACTED]

|                       |                        |                                    |               |                                      |               |                         |
|-----------------------|------------------------|------------------------------------|---------------|--------------------------------------|---------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG6BH [REDACTED] | <b>Open Date</b>                   | 07/08/2014    | <b>Built Date</b>                    | 01/21/2011    |                         |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                        | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |               |                         |
| <b>In Service Dt</b>  | 01/28/2011             | <b>Mileage</b>                     | 52,262        | <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>         | ERB                    | 3.6L V6 24V VVT ENGINE             |               |                                      |               |                         |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION   |               |                                      |               |                         |
| <b>Dealer</b>         | 49983                  | MAROONE DODGE % CARTEMPS           |               |                                      |               |                         |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD   |                                    |               |                                      |               |                         |
| <b>Dealer City</b>    | PEMBROKE PINES         |                                    |               | <b>Dealer State</b>                  | FL            | <b>Dealer Zip</b> 33024 |
| <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 - Electrical - Battery - Complete Failure - Default                              | Customer inquiring battery completely failing on her |
| Product - Electrical - Power Seats - Defective - Unknown                                 | Customer inquiring power seat not moving at all      |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Customer inquiring radio turning on and off          |

Briefly summarize why the customer is contacting Chrysler: Customer is calling to see if she is still in warranty for the battery on her vehicle. Customer's battery died yesterday and had to get it replaced. Customer is having many electrical problems with her vehicle such as her seats, radio and battery. Customer is also experiencing error codes on her dashboard that she cannot figure out. Customer is looking to set up an appointment to get a diagnosis on all the issues with her vehicle. Agent calls DLR 60539 and sets up appointment for Monday 14th, 2014. Briefly summarize what the customer is expecting: Customer is expecting to get a diagnostic on all her vehicle problems.

Reassigned for SurveyByPass

Please close

Customer was calling in seeking warranty information. Customer wanted to know what warranties were still on her vehicle. Agent advised the customer she still had the powertrain warranty on her vehicle and the perforation. Customer states she's having an issue with her alternator. Agent advised the customer that the alternator is covered under Basic and the basic warranty has expired. Agent offered to transfer the customer to MVP to ask why her service contract was cancelled, customer disconnected the call.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |                  |                                      |                     |                         |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG1               | BH [REDACTED]                    | <b>Open Date</b> | 07/09/2014                           | <b>Built Date</b>   | 05/11/2011              |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 06/05/2011              | <b>Mileage</b>                   | 58,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO                 |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PDM                     | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <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>   |                         |
|                       | RIVERVIEW FL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                               |                                   |
|-------------------------------------------------------------------------------|-----------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | Advised customer of N07           |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall                | Advised customer of P08 recall    |
| Product - Electrical - Lamps and Switches - Other - Default                   | Battery Saver Mode is on the dash |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he has a message ' battery saver mode' is on the dash. Agent could not find the information in the owner s manual. Agent called dealership 43654 and spoke to SA and she stated that the customers battery has a low charge and certain accessories won t work until the alternator is charged up. SA stated that it will charge as the customer drives the vehicle. Agent stated to the customer of what the SA stated and he stated the vehicle started to shut down piece by piece. Agent advised the customer that he would need to go to a dealership to have the vehicle looked at to see what the problem is. Agent advised the customer of the recalls on his vehicle. Customer stated he will get those done at the same time. Customer thanked the agent and disconnected the call.

Briefly summarize what the customer is expecting: Customer is expecting information on battery saver mode.

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

[REDACTED]

|                       |                         |                              |                  |                                      |                     |               |
|-----------------------|-------------------------|------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG4               | CH [REDACTED]                | <b>Open Date</b> | 07/09/2014                           | <b>Built Date</b>   | 12/21/2011    |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/29/2012              | <b>Mileage</b>               | 51,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS        |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PRY                     | REDLINE 3 COAT PEARL         |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                     | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |               |
| <b>Dealer</b>         | 45057                   | GULFGATE DODGE INC           |                  |                                      |                     |               |
| <b>Dealer Address</b> | 7250 GULF FREEWAY       |                              |                  |                                      |                     |               |
| <b>Dealer City</b>    | HOUSTON                 | <b>Dealer State</b>          | TX               | <b>Dealer Zip</b>                    | 77017               |               |
| <b>Owner</b>          | [REDACTED]              |                              |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]              |                              |                  |                                      | <b>Home Phone</b>   |               |
|                       | DICKINSON TX [REDACTED] |                              |                  |                                      | <b>Country</b>      | UNITED STATES |

Corporate - Warranty Coverage - Default - Default - Default

Product - Electrical - uConnect Cellular System - Other - Default

Briefly summarize why the customer is contacting Chrysler: Customer is contacting in requesting warranty coverage information. They would like to know what the alternator and the battery would be covered under because they paid out of pocket 2 weeks ago for them. Agent advised the customer that those components would be covered under the basic warranty which they have exceeded. Customer understood.

Customer states when they go to bluetooth and settings to connect their phone to the bluetooth, it is all red and is not able to connect it.

Agent walked the customer through the soft reset and it did not fix the issue. Customer also states when a song is playing the radio will cut in and out. Agent referred the customer to the dealer for both issues.

Briefly summarize what the customer is expecting: Customer is requesting warranty coverage information aswell as inquiring about the issues with their radio.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6  | BH [REDACTED]                    | <b>Open Date</b> | 07/11/2014                           | <b>Built Date</b> | 03/14/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/03/2011 | <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>         | PW7        | BRIGHT WHITE 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]    |
|                | LOUISVILLE KY [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                |                             |
|----------------------------------------------------------------|-----------------------------|
| Recall - M10: ABS/ESC WIRING - Reoccurrence or Related Problem | customer having same issues |
| Corporate - Survey By-Pass - No Repair - Default - Default     |                             |

Briefly summarize why the customer is contacting Chrysler: Customer stated that the Abs light came on and there was smoke coming from the area down by the alternator on the front passenger side of the engine. Briefly summarize what the customer is expecting: Customer is seeking if this issue pertains to a recall he saw on line for the M10. Agent advised that the M10 recall was completed on 07/12/2012. Agent advised customer that there is another recall for the p08 and to contact his dealership tomorrow to schedule an appointment to have it completed TL- survey bypass- undiagnosed recall with a concern.

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

[REDACTED]

|                       |                         |                                   |                  |                                      |                   |            |
|-----------------------|-------------------------|-----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2C3CDXBG1               | CH [REDACTED]                     | <b>Open Date</b> | 07/11/2014                           | <b>Built Date</b> | 03/15/2012 |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                       | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 04/14/2012              | <b>Mileage</b>                    | 60,000           | <b>Dealer Zone</b>                   | 74                | DENVER     |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT           | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PS2                     | BRIGHT SILVER METALLIC CLEAR COAT |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE            |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION  |                  |                                      |                   |            |
| <b>Dealer</b>         | 69972                   | WALSER CJ/WALSER SPEC SRV         |                  |                                      |                   |            |
| <b>Dealer Address</b> | 319 MAIN STREET         |                                   |                  |                                      |                   |            |
| <b>Dealer City</b>    | HOPKINS                 | <b>Dealer State</b>               | MN               | <b>Dealer Zip</b>                    | 55343             |            |
| <b>Owner</b>          | [REDACTED]              |                                   |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]              |                                   |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | LAS VEGAS NV [REDACTED] |                                   |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                           |                     |
|---------------------------------------------------------------------------|---------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Altenator shuts off |
| Corporate - CNA Change - Default - Default - Default                      | Updated information |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default             |                     |

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he was driving down the road when the vehicle entered a 'Battery Saving Mode.' Customer states that the radio started to turn off, the safety lights started to flash then the vehicle shut off. Customer states that this almost caused him to get into an accident. Briefly summarize what the customer is expecting: Customer wants to know why this isn't a recall.

Agent advised customer that he will need to have a diagnosis completed on his vehicle so that way we can make contact with them. Agent thanked customer for making us aware of the concerns. Customer thanked agent and stated they will contact a dealership on Monday.

Reassigning to JR1305 as customer has not completed a diagnosis.

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

[REDACTED]

|                       |                          |                                    |                  |                                      |                   |            |
|-----------------------|--------------------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG6                | BH [REDACTED]                      | <b>Open Date</b> | 07/12/2014                           | <b>Built Date</b> | 06/06/2011 |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 06/07/2011               | <b>Mileage</b>                     | 70,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT            | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PDM                      | TUNGSTEN METALLIC CLEAR COAT       |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE             |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                   |            |
| <b>Dealer</b>         | 45091                    | GREENWAY CHRYSLER-JEEP-DODGE, INC. |                  |                                      |                   |            |
| <b>Dealer Address</b> | 9051 EAST COLONIAL DRIVE |                                    |                  |                                      |                   |            |
| <b>Dealer City</b>    | ORLANDO                  | <b>Dealer State</b>                | FL               | <b>Dealer Zip</b>                    | 32817             |            |
| <b>Owner</b>          | [REDACTED]               |                                    |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]               |                                    |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | ORLANDO FL [REDACTED]    |                                    |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                |                         |
|----------------------------------------------------------------|-------------------------|
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall | Head Lamp Wiring recall |
| Corporate - CNA Change - Default - Default - Default           | updated phone number    |

Briefly summarize why the customer is contacting Chrysler: The customer called because the electrical system is going out. A new battery was purchased and replaced but it still is going into battery saver mode. The vehicle was towed to the DLR and they have diagnosed that the alternator that needed replacing. The customer was looking online and found that a lot of people were having his issues. The customer has been trying to fix this issue and just replaced the battery and is worried that replacing the alternator would work. The writer advised that Dodge would not be able to participate in the cost of the repair and the customer understood. The customer advised that the P08 recall came out after he had paid to have the repair completed and the writer advised that we could look into reimbursement once his vehicle concerns were addressed. The writer updated the phone number and then advised that a CM would work with him to get the vehicle fixed but would not provide cost assistance.

Briefly summarize what the customer is expecting: Customer is expecting to get his vehicle completed once and for all. The customer is expecting to hear from the CM Monday or Tuesday.

Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Customer email address for case updates: [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? GREENWAY CHRYSLER-JEEP-DODGE, INC  
Reassigned to 88F  
Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Shay and I am contacting you for your Case Manager Coralie. This email is confirmation that your case, [REDACTED] was successfully escalated to her. After they review the details of your case she will be calling you at your preferred number, [REDACTED] within the one business day as promised. If your preferred telephone number mentioned above isn't correct, please reply with the correction. Thank you again for your continued fortitude, and for being a valued



member of the Dodge family!

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66363. The reason for the customer contact was to provide or request the following information:

Writer called customer to advise them that their CM is out of the office today 7/14/14, and that their CM needs to do further research on the case.

Customer will be contacted no later than 7/18/14. Writer provided 1-800-763-8422 in case customer had any further questions.

Writer contacted customer at [REDACTED]. Left message with contact information, advisement that the case has been assigned to her, and intent to check with the dealership and customer on 07/21.

Writer contacted customer at [REDACTED]. Left message with contact information, desire to discuss the case with the customer, and intent to check with the customer on 07/23.

DEALER CONTACT UPDATE - Writer contacted Cashier Ashley, who advised that the vehicle was repaired on 07/15.

Writer contacted customer at [REDACTED]. Left message with contact information, desire to discuss the case with the customer, and intent for one last contact attempt on 07/28.

Writer was contacted by customer who stated he had received a VM from CM.

Writer advised CM will contact customer when available.

Writer contacted customer at [REDACTED]. Customer advised that his vehicle is working well so far, and inquired about whether the alternator was covered under his extended warranty. Writer educated customer on what his extended warranty covered and where the alternator was covered.

Writer also verified customer's address as:

[REDACTED],  
ORLANDO, FL - [REDACTED]

Writer asked if the case could be closed. Customer agreed.

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

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG1  | CH [REDACTED]                    | <b>Open Date</b> | 07/25/2014                           | <b>Built Date</b> | 01/05/2012 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 01/12/2012 | <b>Mileage</b>                   | 41,000           | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | AUSTIN AR [REDACTED] | <b>Country</b>      | UNITED STATES |

Corporate - Survey By-Pass - Duplicate CAIR - Default - Default

Product - Electrical - Alternator/Voltage Regulator - Other - Default

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

Bad Alternator

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

I purchased my Dodge Charger used from Crain Kia, on the last weekend of December 2013. I have thoroughly enjoyed driving my charger everywhere i went. it smooth, comfortable ride, and surprisngly great gas mileage always made for a good drive long or short distances. DID of course until this last thursday (10 July). I had driven to Beebe to run some errands, and when i went to start my car again, i got a strong smell of burning wires, the battery light came on, and i immedialty turned the car off. i opened the hood of the car, and that is when i saw the smoking alternator. Here is where it goes from bad to worse. i called my mechanic, he did some searching around, and calls me back saying there are 600 backorder...WHAT!?! 600!?!? Now my car is a cold undrivable hunk of metal in my driveway, and i am not happy. Seems to me if these are smoking this early on approx 2 year old car, and 600 are back order, seems to me there is an issue. i would like for you to look into this issue.

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

VIN:CH [REDACTED]

Mileage:41000

Servicing Dealer:

Title:

First Name [REDACTED]

Middle Initial:

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:Austin

State:AR

Zip [REDACTED]

Email [REDACTED]

Home Phone [REDACTED]

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center. We noticed you have contacted customer assistance and they have assisted you. If we can be of assistance in the future please feel free to contact us.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Robert  
Customer Service Representative  
Dodge Customer Assistance Center  
\*\*\*\*END OF CAC EMAIL\*\*\*\*  
\*\*Duplicate CAIR\*\*

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG3  | BH [REDACTED]                    | <b>Open Date</b> | 07/14/2014                           | <b>Built Date</b> | 03/24/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/29/2011 | <b>Mileage</b>                   | 47,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                     |                            |    |                   |       |  |
|-----------------------|---------------------|----------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 65666               | SUNCOAST CHRYSLER JEEP INC |    |                   |       |  |
| <b>Dealer Address</b> | 8755 PARK BOULEVARD |                            |    |                   |       |  |
| <b>Dealer City</b>    | SEMINOLE            | <b>Dealer State</b>        | FL | <b>Dealer Zip</b> | 33777 |  |

|                |                             |                     |               |
|----------------|-----------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]                  | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]                  | <b>Home Phone</b>   |               |
|                | PINELLAS PARK FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                 |
|----------------------------------------------------------------------------|-------------------------------------------------|
| Dealer - By-Pass - Default - Default - Default                             | Customer states that his alternator was smoking |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Customer states that his alternator was smoking |

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

Preferred: [REDACTED]

2. What happened? The customer was driving the vehicle and the battery saver mode turned and was not able to turn on the radio. Customer stated that the engine made a sound; the customer bought a new battery because the vehicle did not start then the battery mode came on after a 100 feet of driving. The customer took it to an IRF the next day and the IRF stated that the battery has low voltage in the battery, then the customer went to a different IRF (Firestone) and they stated that the alternator was bad. The customer stated that smoke came out of the alternator and is afraid of driving the vehicle.

3. What is the current location of the vehicle? At the apartment.

A failed alternator is not an S/I issue if there is no damage to anything outside the alternator.

Agent contacted the customer and informed the customer on the decision on what the S/I made. Customer stated that he paid for the repair on the alternator and that he is saving the receipts for a possible recall on the vehicle alternator. Agent informed the customer that if there are still issues then contact us back about this issue and the next agent will assist them further.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                    |                  |                                      |                     |                         |
|-----------------------|-------------------------|------------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG9               | BH [REDACTED]                      | <b>Open Date</b> | 07/14/2014                           | <b>Built Date</b>   | 02/16/2011              |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 03/23/2011              | <b>Mileage</b>                     | 68,000           | <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>         | ERB                     | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49903                   | M FRANICH CPD/AVIS                 |                  |                                      |                     |                         |
| <b>Dealer Address</b> | PO BOX 651              |                                    |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PARSIPPANY              |                                    |                  | <b>Dealer State</b>                  | NJ                  | <b>Dealer Zip</b> 07054 |
| <b>Owner</b>          | [REDACTED]              |                                    |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]              |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]              |
|                       | DYERSBURG TN [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                       |                                                             |
|-----------------------------------------------------------------------|-------------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer states an issue with the alternator in his vehicle |
| Corporate - Survey By-Pass - No Diagnosis - 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

Customer is calling in seeking information for recalls and extended warranties. Customer states an issue with the alternator in his vehicle, customer states the battery is in saving mode, customer states a new battery was put in the vehicle and the issue is still present. Agent apologized to the customer for the inconvenience, agent advised the customer there were no recalls or extended warranties issued on the vehicle for the alternator. Agent advised the customer of the recall for the P08 headlamp wiring and the extended warranty for the X56 3.6L left cylinder head. Customer states he s no longer going to be buying Dodge products, customer states he s going to be going to the media with this issue since the alternator is a known issue.

Reassigned to NC603 for survey bypass: No diagnosis



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

[REDACTED]

|                      |            |                                    |                  |                                       |                   |            |
|----------------------|------------|------------------------------------|------------------|---------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CM5CT0  | BH [REDACTED]                      | <b>Open Date</b> | 07/14/2014                            | <b>Built Date</b> | 02/09/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDEP48           | DODGE CHARGER R/T AWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/26/2011 | <b>Mileage</b>                     | 32,570           | <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>        | EZH        | 5.7L V8 HEMI MDS VVT ENGINE        |                  |                                       |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                       |                   |            |

|               |       |                             |
|---------------|-------|-----------------------------|
| <b>Dealer</b> | 66894 | WARNOCK DODGE CHRYSLER JEEP |
|---------------|-------|-----------------------------|

|                       |              |  |
|-----------------------|--------------|--|
| <b>Dealer Address</b> | 175 ROUTE 10 |  |
|-----------------------|--------------|--|

|                    |              |                     |    |                   |       |
|--------------------|--------------|---------------------|----|-------------------|-------|
| <b>Dealer City</b> | EAST HANOVER | <b>Dealer State</b> | NJ | <b>Dealer Zip</b> | 07936 |
|--------------------|--------------|---------------------|----|-------------------|-------|

|              |            |                     |           |
|--------------|------------|---------------------|-----------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | TELEPHONE |
|--------------|------------|---------------------|-----------|

|                |            |                   |            |
|----------------|------------|-------------------|------------|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> | [REDACTED] |
|----------------|------------|-------------------|------------|

|                        |                |               |
|------------------------|----------------|---------------|
| BROOKLYN NY [REDACTED] | <b>Country</b> | UNITED STATES |
|------------------------|----------------|---------------|

|                                                                    |                                                         |
|--------------------------------------------------------------------|---------------------------------------------------------|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | Customer stated that uconnect worked and now it doesn't |
|--------------------------------------------------------------------|---------------------------------------------------------|

Customer stated that the Uconnect system worked and now it doesn't since he had the alternator and battery replaced.

Agent looking into vehicle (radio 8.4 N) but call dropped.

Agent only got the service provider - Sprint and not able to get the rest of phone questions due to dropped call.

Agent spoke with TL Jim and requested call back for customer but not able to connect with customer.

Next agent please get details for customer and assist customer with his question as his phone system is not picking up bluetooth.

Customer called back in stating he was disconnected. Customer states the Bluetooth is taking too long to load. Customer states the Bluetooth doesn't connect. Customer states the navigation is staying the memory is full. Customer states the VR button is not working.

Agent checked customer phone compatibility. Agent advised customer his software is not fully compatible. Agent advised customer that there is an update available for UConnect System.

Customer stated he already completed the update.

Agent then advised customer to get the vehicle to the dealer to have the concerns looked as it started happening after alternator and battery were replaced.

\*\*\*\*\*Uconnect Contact\*\*\*\*\*

Type of Uconnect radio in the vehicle: RB5 8.4N

Cell phone (or Bluetooth device) carrier: Sprint

Cell phone (or Bluetooth device) manufacturer and model: Apple iPhone 4S

Cell phone (or Bluetooth device) software version: IOS 7.2/latest one

If a CDJR dealer has diagnosed, what is the dealer name and code? n/a

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

[REDACTED]

|                      |                        |                                  |               |                                      |                |
|----------------------|------------------------|----------------------------------|---------------|--------------------------------------|----------------|
| <b>VIN</b>           | 2B3CL3CG6BH [REDACTED] | <b>Open Date</b>                 | 07/14/2014    | <b>Built Date</b>                    | 04/19/2011     |
| <b>Model Year</b>    | 2011                   | <b>Body</b>                      | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                |
| <b>In Service Dt</b> | 04/22/2011             | <b>Mileage</b>                   | 32,698        | <b>Dealer Zone</b>                   | 71 LOS ANGELES |
| <b>Plant</b>         | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US             |
| <b>Color</b>         | PW7                    | BRIGHT WHITE 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]    |
|                | HONOLULU HI [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                          |
|---------------------------------------------------------------------------|------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer states alternator is defective. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default             |                                          |

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle was purchased used last year. Customer states they have had trouble with electrical system in vehicle. Customer states gauges and dash blacked out. Customer states DLR advised to bring vehicle in. Customer states they could not bring vehicle in for at least a week. Customer states vehicle was brought in for recall on headlights. Customer states alternator has gone out. Customer states battery was replaced and issue persisted. Customer states vehicle is at DLR.

---  
 Agent spoke to SA Greg at CUTTER CHRYSLER JEEP DODGE OF 45472Û in Honolulu. SA Greg states vehicle has not been in since June. SA Greg states vehicle may be at 45473Û CUTTER CHRYSLER JEEP DODGE OF in Pearl City. SA Trisa stated vehicle was last in on June 18th. SA Trisa states customer is waiting on recall as well with parts on back order. SA Trisa states vehicle has not been diagnosed for current issue. Customer states they were informed at DLR that diagnosis will cost \$160. Agent advised customer to seek diagnosis and provided case number. Briefly summarize what the customer is expecting: Cost assistance with repair.

---  
 Reassigned to TL for survey bypass - no diagnosis.  
 dlr Teresa called back, stating a message had been left for her about follow up questions  
 agent reviewed the notes on the case file number provided by dlr, and found no follow up questions listed, if there are follow up questions that are not listed on this case please call the dlr back for clarification, or list them on the case for the next agent.  
 Thank you

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |             |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|-------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 07/16/2014                           | <b>Built Date</b> | 03/08/2011  |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |             |
| <b>In Service Dt</b> | 03/17/2011 | <b>Mileage</b>                   | 47,000           | <b>Dealer Zone</b>                   | 71                | LOS ANGELES |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |             |
| <b>Color</b>         | PVG        | TOXIC ORANGE PEARL COAT          |                  |                                      |                   |             |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |             |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |             |

|                       |                              |                      |    |                   |       |  |
|-----------------------|------------------------------|----------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 65940                        | FRESNO CHRYSLER JEEP |    |                   |       |  |
| <b>Dealer Address</b> | 4880 NORTH BLACKSTONE AVENUE |                      |    |                   |       |  |
| <b>Dealer City</b>    | FRESNO                       | <b>Dealer State</b>  | CA | <b>Dealer Zip</b> | 93726 |  |

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

|                                                               |                             |
|---------------------------------------------------------------|-----------------------------|
| Recall - P08: HEADLAMP WIRING - Information Request           | HEADLAMP WIRING             |
| Corporate - Product Information - Default - Default - Default | X56 3.6L LEFT CYLINDER HEAD |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                             |

Briefly summarize why the customer is contacting Chrysler: Jagit called asking what the extended warranty was for and if it covered the damages to the battery and alternator

Briefly summarize what the customer is expecting: Customer wanted to have some reimbursement for the repair and to know why the vehicle has an extended warranty on it now.

Agent advised the customer this extended warranty is only for the Cylinder head and nothing to do with the battery or the alternator. Agent called receptionist at the FRESNO CHRYSLER dealership to set up the diagnosis for the open recall P08. Agent transferred the call to the customer.

Reassign to NC603 for survey bypass no diagnosis.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                              |                  |                                      |                     |               |
|-----------------------|--------------------------|------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG4                | CH [REDACTED]                | <b>Open Date</b> | 07/18/2014                           | <b>Built Date</b>   | 01/13/2012    |
| <b>Model Year</b>     | 2012                     | <b>Body</b>                  | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 05/01/2012               | <b>Mileage</b>               | 36,879           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT      | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PDM                      | TUNGSTEN METALLIC CLEAR COAT |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE       |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                      | 8-SPD AUTO 8HP45 TRANS (BUY) |                  |                                      |                     |               |
| <b>Dealer</b>         | 26118                    | KEFFER CHRY-JEEP INC         |                  |                                      |                     |               |
| <b>Dealer Address</b> | 8110 E INDEPENDENCE BLVD |                              |                  |                                      |                     |               |
| <b>Dealer City</b>    | CHARLOTTE                | <b>Dealer State</b>          | NC               | <b>Dealer Zip</b>                    | 28227               |               |
| <b>Owner</b>          | [REDACTED]               |                              |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                              |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | CHARLOTTE NC [REDACTED]  |                              |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                         |
|----------------------------------------------------------------------------|-------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default  | had alternator replaced |
| Product - Electrical - Battery - Complete Failure - Default                | issue with battery      |
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | seeking cost assistance |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC seeking issues with her vehicle and seeking cost assistance.

Alternator and battery was put on and customer paid through credit card. Agent contacted dealership to see if they would give her a cut in price but customer had paid and picked up vehicle.

Agent apologized to customer that there was nothing that agent could do but because of mileage and wear and tear that goodwill assistance was not available at this time.

Briefly summarize what the customer is expecting: cost assistance

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*



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

[REDACTED]

|                       |                   |                                  |                  |                                      |                     |               |
|-----------------------|-------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG2         | CH [REDACTED]                    | <b>Open Date</b> | 07/18/2014                           | <b>Built Date</b>   | 07/28/2011    |
| <b>Model Year</b>     | 2012              | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 10/19/2011        | <b>Mileage</b>                   | 42,000           | <b>Dealer Zone</b>                   | 70                  |               |
| <b>Plant</b>          | H                 | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PX8               | BLACK CLEAR COAT                 |                  |                                      |                     |               |
| <b>Engine</b>         | ERB               | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ               | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 66997             | BENDER CHRYSLER DODGE            |                  |                                      |                     |               |
| <b>Dealer Address</b> | 3400 MABRY DRIVE  |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | CLOVIS            | <b>Dealer State</b>              | NM               | <b>Dealer Zip</b>                    | 88101               |               |
| <b>Owner</b>          | [REDACTED]        |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]        |                                  |                  |                                      | <b>Home Phone</b>   |               |
|                       | APO AE [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |                            |
|----------------------------------------------------------------------------|----------------------------|
| Product - Electrical - Battery - Defective - Default                       | battery savor mode went on |
| Dealer - By-Pass - Default - Default - Default                             |                            |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default |                            |
| Referral - International Customer Relations - Default - Default - Default  |                            |

- **\*\*International Customer\*\***

Customer s current location (City, Country): Germany

Vehicle s current location: Germany

Who has possession of the vehicle: owner

Customer s current address: [REDACTED] APO AE [REDACTED]

Customer s current phone number (Daytime): [REDACTED]

International calling code:01

Customer s email address: [REDACTED]

Dealer name:

Dealer code:

Customer s current issue: battery saver mode came on. Whining under hood now smoking under the hood smells burnt. Alternator went out like battery drained it.

Agent confirmed phone number and email address with customer.

Customer was advised case will be handled by an International Specialist. Assigned CAIR to TJK7

- Dear [REDACTED],

Thank you for contacting the Chrysler Customer Assistance Center, regarding your

2012 DODGE CHARGER V6 RWD FOUR DOOR SEDAN.

Your email was received by the Chrysler Customer Assistance Center that addresses issues with vehicles currently in the United States.

We recommend that you contact our Military Sales/Service office in Europe by calling;

49-6173-704256 or contact them at [custserv@militarycars.com](mailto:custserv@militarycars.com).

That Center is staffed with trained professionals, ready to address your concerns.

Thanks again for your email.

Customer called in stating he called about 2 weeks ago. Customer state he was suppose to receive an email. Customer states he received an email thnking him for contacting dodge. Customer states he sent an email back



but hasnt heard anything.

Agent advised customer of lines 25-29.

Agent advised customer for more assistance they would need to contact the  
Military Sales/Service office in Europe

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                  |                     |                                      |                     |               |
|-----------------------|------------------------|----------------------------------|---------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CL3CG1              | BH [REDACTED]                    | <b>Open Date</b>    | 07/21/2014                           | <b>Built Date</b>   | 02/15/2011    |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48              | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 07/17/2011             | <b>Mileage</b>                   | 31,415              | <b>Dealer Zone</b>                   | 71                  | LOS ANGELES   |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>       | U                                    | US                  |               |
| <b>Color</b>          | PW7                    | BRIGHT WHITE CLEAR COAT          |                     |                                      |                     |               |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT 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>   | [REDACTED]    |
|                       | RICHMOND CA [REDACTED] |                                  |                     |                                      | <b>Country</b>      | UNITED STATES |

|                                                                      |                                                 |
|----------------------------------------------------------------------|-------------------------------------------------|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | Cdustomer states check engine light has been on |
| Product - Electrical - Ignition System - Other - Default             | no start                                        |
| Product - Emissions - Evaporation Control System - Other - Default   | not working needs to be replaced                |
| Product - Cooling System - Unknown - Overheated - Default            |                                                 |
| Product - Electrical - Battery - Defective - Default                 |                                                 |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking to get vehicle repaired.  
 Briefly summarize what the customer is expecting: Customer expecting to have vehicle repaired.  
 Customer states that he has been to DLR to have vehicle repaired. Customer states that initially the DLR stated that his issue should be resolved but if it was not then he should go back to have them try and fix it.  
 Customer states that DLR has advised that because he was trying to have issue resolved before the warranty expired then they would honor it if it came back just after the warranty expired.  
 Customer states that the engine light has been on and DLR states it may be alternator related.  
 Customer states that he is now having problems starting the vehicle and he is leery of taking it to the DLR that is not as close as others.  
 Writer did advise that it would be his choice but suggested that since the DLR he was working with offered to honor the warranty he should consider taking it there.  
 Writer also advised customer that file would be escalated to a CM.  
 Customer understood.  
 Customer can be reached at:

[REDACTED]  
 \*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
 OOW: in by time and miles  
 MVP: none  
 History: 2 new 0 used  
 \*\*\*\*\*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

Agent attempted to contact dealer Service Manager (SM) Chris Let the writer know that the customer come in last week under warranty stating that threw was an EVP failure. This was told to the customer by an IRF. SM Chris let the writer know that there were about 27 stored codes. They cleared the codes there is nothing wrong with the vehicle or the EVP. Customer did come in on 07/21/14 now out of warranty and the second owner. Customer stated that the vehicle did not start. SM Chris let the customer know that they needed to get the vehicle in. customer was able to get the vehicle stated and in to the dealership. SM Chris checked the battery and the alternator they are working fine there are not concerns with thermal customer s vehicle did die due to lack of gasoline. SM Chris put two gallons of gasoline in the customer s vehicle. Miles are 30279. Agent attempted to contact customer. Let the writer know that they have had issues with the vehicle not starting since they took it in to the dealership. They spent 45 min on 07/21/14. This has been happing when they start the vehicle it takes a lit bit for the customer to get the vehicle started using the push button start. Customer stated that it hesitates when they start it. It does not start right up like it used to. Writer asked that the customer document the concerns writer will follow up with them on 07/25/147. Customer did provide writer their email address so that writer can send their contact information to them.

Status update provided via email to the following email address:

Hello, my name is Bobbiejo and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [REDACTED] on 07/25/14. My office hours are 8:30 AM 5:00PM (Mountain Time). My contact information is 800.763.8422 EXT 66242. If your preferred telephone number mentioned above isn t correct, please reply with the correction

End of Status Update  
correction to line 52 .com

Agent attempted to contact dealer Service Manager (SM) Chris, however, SM not available. Left message for a return call at extension 66242 The reason for the dealer contact was to provide or request the following information: to see if the customer has come in. They having consearns with the push button start.

Status update provided via email to the following email address:

I am following up with you to see if you have had a change to take your vehicle in to the dealership to have them look at the pushbutton start and the hesitation on the start. I will follow up with you on 07/31/14. I will be out of the office on 07/30/14

End of Status Update

Writer spoke with SA Rob. SA Rob let the writer know that the customer has not been in since. 07/21/14.

Status update provided via email to the following email address:

I have spoken with the dealership. they let me know that the last time you have taken your vehicle in to the dealership was 07/21/14. At this time if you do not take you vehicle no later than 08/05/14.

End of Status Update

Gerry at the appointment desk was not see if the customer has make a appointment. Writer will need to call back.

SM Chris stated that the customer has not been in. they did speak with the customer stated that the battery clamps were loose they tighten them. SM Chris let the customer know that they did not loosen the clamps they tested the charging system. Customer stated that everything is oaky.

Status update provided via email to the following email address:

I followed up with your dealer and was told your vehicle has been repaired. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two days prior to closing it. If you do need to contact me, please contact me at 1-800-763-8422, ext. 66242. Thank you.

End of Status Update

An order for printed owner materials has been placed with our fulfillment

house

The following items have been selected:

Uconnect Touch User s Manual

Owner s Manual

Warranty

Briefly summarize why the customer is contacting Chrysler: Customer called in and stated that he is at a shopping center and the vehicle will not start. Customer stated that he is going to have the vehicle towed to the dealership and he wanted to speak to his case manager. Writer called over to CM and went to VM. Writer offered to transfer over to leave a message and he declined and will call back when the vehicle is at the dealer.

Briefly summarize what the customer is expecting: To have his vehicle fixed.

Agent attempted to contact dealer Service Manager (SM) Chris, however, SM not available. Left message for a return call at extension 66242

The reason for the dealer contact was to provide or request the following information: see what is going on with repairs. customer had the vehicle towed back to the dealership on 08/12/14

Status update provided via email to the following email address:

[REDACTED]  
I have left a message for the service manager to call me back. I was informed that they were in a meeting to day. I will follow up with you on 08/18/14 I will be out of the office on 08/15/14

End of Status Update

Customer called and wanted to know about the extended warranty X56 (X56) 3.6L LEFT CYLINDER HEAD. Agent advised customer of this information. Agent further advised customer that his CM will contact him back on Monday for updates.

customer called seeking to talk to Cm

Customer called for CM contact information. Agent provided this and then transferred him to 800-763-8422 extension 66242.

SM Chris let the writer know on 08/14/14 that the customer has not been back in.

Customer let the writer know that on 08/12/14 that the vehicle died again they were not able to roll up the windows that had to get a jump for the security that was at the parking lot were they were at. The closet dealership replaced the alienator for the customer. Those on 08/15/14 the vehicle got real hot. The customer pulled over the vehicle was leaking a red liquid. The left the vehicle were it was at. Come back that evening. Drive the vehicle to the gas station. They vehicle would not start. The had the vehicle. Towed to the dealership. Writer called dealership 68707 spoke with Service Director (SD) William. SD William let the writer know that due to the time that the customer comes in that they have not had the time to look at the vehicle. They will have a chance to look at in on 08/19/14 writer asked if there is any way that we can put the customer in a loaner vehicle wile they look at the vehicle. SD William let the writer know that they can do 5 days of- rental but the customer would be responsible of they re not able to fix the vehicle.

Writer let SD William that they are happy to help with rental if needed. It not normally something that they do when the customer is out of warranty. If it gives them a chance to look at the vehicle then writer is happy to help. SD William let the writer know that the customer needs to come back to get the rental. Writer let SD William know that they will follow up on 08/21/14. Writer let the customer know that the dealership is willing to help with rental customer just needs to go back to the dealership customer stated that they are still close and will go back. Writer let the customer know that they will follow up with them on 08/21/14.

Writer spoke to rlinda. Rlinda put the writer on hold for 15 min writer disconnected the call. Writer called back was advised that th SD is not in yet. Writer will call back

Agent attempted to contact dealer Service Manager (SM) Mike, however, SM not available. Left message for a return call at extension 6666242

The reason for the dealer contact was to provide or request the following information: see if the customer has come in

Status update provided via email to the following email address:

[REDACTED]  
I have left a message with the service manager. I was wondering have you taken your vehicle in to the dealership. I will follow up with you on

08/28/14

End of Status Update

Victoria at the service desk let the writer know that SD William is not at that store today they are at the ford store. Victoria provided the writer with SD William s email address.

Victoria at the service desk to verify the email address that was provided.

Writer emailed SD William

Hello William I am follow up with you to see what is going on with [REDACTED] vehicle. The last time we talked you had let me know that you had not had a change to look at the vehicle. I would like to see what is going on with the repairs.

Status update provided via email to the following email address:

Good evening [REDACTED]

I am contacting you on behalf of your Case Manager BobbieJo, who needs some more time researching your case. We continue to review your concerns with case [REDACTED] and we will follow up with you again on 09/05. We apologize for the delay; meanwhile feel free to contact us for any questions about your case.

Thank you,

Chrysler Case Management,  
1-800-763-8422, extension 66242

End of Status Update

Writer called dealer#68707 and spoke with SM Mark who said that the vehicle was already picked up. He said that dealer replaced new battery, tire sensor and vehicle overheated issue due the drive belt tensioner failed causing the water pump stop working and refueled the cooling system. He said that dealer provided rental car assistance while the vehicle was at the dealer getting repaired.

[REDACTED]. Writer called customer who said that the engine light came back on yesterday. Customer was advised to take the vehicle back in to the dealer for another repair attempt. Customer was informed that his CM will call him back to confirm the appointment with the dealer on 09/12/14. Writer was infomed that the customer vehicles is done and gone.

Customer let the writer know that the check engine light has come on. They have not taking it in to the dealership. Writer let them know that that they have a week to do so or the case will be closed. Writer will follow up on 09/23/14.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40517. The reason for the customer contact was to provide or request the following information: see if the customer has taken the vehicle in. Will follow up on 09/30/14 to see if they have taken it back in. At that time the case will be closed

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                        |                                   |               |                                      |            |
|-----------------------|------------------------|-----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2B3CL3CG5BH [REDACTED] | <b>Open Date</b>                  | 07/22/2014    | <b>Built Date</b>                    | 06/28/2011 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                       | LDDM48        | DODGE CHARGER SE RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 10/29/2011             | <b>Mileage</b>                    | 47,000        | <b>Dealer Zone</b>                   | 63 DALLAS  |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT           | <b>Market</b> | U                                    | US         |
| <b>Color</b>          | PDM                    | TUNGSTEN METALLIC CLEAR COAT      |               |                                      |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE            |               |                                      |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION  |               |                                      |            |
| <b>Dealer</b>         | 45010                  | GARY MATHEWS DODGE & DODGE TRUCKS |               |                                      |            |
| <b>Dealer Address</b> | 1623 I-45 BYPASS       |                                   |               |                                      |            |
| <b>Dealer City</b>    | JACKSON                | <b>Dealer State</b>               | TN            | <b>Dealer Zip</b>                    | 38305      |
| <b>Owner</b>          | [REDACTED]             | <b>Contact Type</b>               | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]             | <b>Home Phone</b>                 | [REDACTED]    |                                      |            |
|                       | JACKSON TN [REDACTED]  | <b>Country</b>                    | UNITED STATES |                                      |            |

|                                                                           |                                                                   |
|---------------------------------------------------------------------------|-------------------------------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | alternator shorted out and caused smoke in the engine compartment |
| Corporate - Property Damage - Default - Default - Default                 |                                                                   |
| Product - Unknown - Unknown - Fire - Engine Compartment                   |                                                                   |

Briefly summarize why the customer is contacting Chrysler: Customers father called stating his daughter had been driving the vehicle when smoke began coming from the engine compartment. Customer stated his daughter and an unknown number of occupants left the vehicle immediately. Customer stated the vehicle was towed to the nearest service center, Firestone. Customer stated the mechanic there is telling them it is the alternator and they can't get the part for 3 weeks. Agent reviewed Answer ID 18819 and confirmed the customers statement of what happened falls within the definition of a fire in a vehicle. Agent advised the concern will be escalated and they will be contacted within 1 to 2 business days.

Briefly summarize what the customer is expecting: to have this concern looked into further.

1. Who is calling and what is their contact information? [REDACTED]  
Preferred [REDACTED]  
Alternate: [REDACTED]
2. What happened? alternator shorted, smoke in the engine compartment
3. What is the current location of the vehicle? Firestone service center, 1983 N Highland Ave Jackson, TN - customer contact is Drew - 731-664-2106 (not a direct line)

\*\*\*\*\*  
Per OGC Matrix, reassigned to 82T.  
7/22/14 ASSIGNED TO RLG92. PAG \_  
CAIR NUMBER [REDACTED] REQUEST DEKRA INSPECTION 07-22-2014 11:01  
CAIR NUMBER [REDACTED] E-MAIL SENT TO DEKRA 07-22-2014 11:01  
Customer calling to find out about getting a rental vehicle because hers is in the shop for the issues with the engine. Agent advised the customer that with the case sitting in legal there is nothing that can be done at this time to assist her. Agent apologized but advised that there is also nothing that agent could do about rental. Agent advised customer

of the information from AC 22943 and advised her that someone would be calling her.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): y

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening) [REDACTED]

Customer s email address: [REDACTED]

Any additional information:

CAIR assigned to 82S for contact request.

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

Dealer - By-Pass

CCRG Open Date: 07/22/2014 10:03:55

Letter Sent: Acknowledgement 07/23/2014 13:59:41

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/25/14 AT 09:43:13 25352079

7/25/14 UPDATED CCRG FILE & CASE MANAGER. PAG

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                            |                                  |                  |                                      |                   |            |
|-----------------------|----------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG3                  | BH [REDACTED]                    | <b>Open Date</b> | 07/22/2014                           | <b>Built Date</b> | 01/10/2011 |
| <b>Model Year</b>     | 2011                       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/05/2011                 | <b>Mileage</b>                   | 45,025           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PDM                        | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 44155                      | DODGE OF WINTER HAVEN            |                  |                                      |                   |            |
| <b>Dealer Address</b> | 299 CYPRESS GARDENS BLVD   |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | WINTER HAVEN               | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 33880             |            |
| <b>Owner</b>          | [REDACTED]                 |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]                 |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | WINTER HAVEN FL [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                        |                     |
|------------------------------------------------------------------------|---------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | replaced alternator |
| Corporate - E-Reimbursement - Default - Default - Default              |                     |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default |                     |
| Corporate - Reimbursement - Default - Default - Default                |                     |
| Product - Electrical - Battery - Complete Failure - Default            |                     |

Owners husband [REDACTED] states he has had many issues with this vehicle. Customer states vehicle broke down at Disney. Customer states when the alternator died it also killed his battery.

Customer states he has owned many Chrysler vehicles and this is the worst.

Customer states the passive entry has gone out 4 times, CD player will not eject a CD, rear taillight went out among other things.

Customer states he as ordered a new Dodge Durango for his wife but he has had nothing with problems with this vehicle.

Customer states he would like to be reimbursed for the deductible he paid for the alternator & the cost of the battery replacement.

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

Preferred call back number is [REDACTED]

Customer email address for case updates [REDACTED]

Who has possession of the vehicle? owner

Has the vehicle been diagnosed by a CDJ dealer? yes

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

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

OOW Basic: Out by 4 months and 9025 miles

MVP None: No service contracts

Ownership history: 1 New 1 Used

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is DJ and I have been assigned as your case manager.

This email is confirmation that your case [REDACTED], was successfully

escalated to me. After I review the details of your case I will be

calling you at your preferred number [REDACTED] by 07/25/2014.

My office hours are 11:00AM 7:30PM Eastern Time. My contact information

is 800-763-8422 EXT 66275. If your preferred telephone number mentioned

above isn t correct, please reply with the correction.



End of Status Update

Agent attempted to contact customer, email sent.

Writer contacted the dealership and spoke with SA Richard. SA stated that the vehicle arrived on 07/08/2014 with the alternator shorted out and a dead battery. SA stated that the alternator had an internal failure. SA stated that the vehicle's recent mileage is 45025 and that the customer is loyal to the dealership.

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

[REDACTED] on 2014-07-23 @ 11:36

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

[REDACTED] on 2014-07-25 @ 19:47

Writer contacted the customer. Customer stated that his expectations of CAC is to have the deductibles reimbursed and help with a Max Care MVP on the new vehicle he has ordered. Writer advised that he would do some research into the MVP and would need the documents for the reimbursement. Writer advised that he would follow up by 07/29/2014.

[REDACTED] - Disconnected number

[REDACTED] is the customer's verified working number.

Writer spoke with customer who advised writer that they had 16 pages of docs to send. Writer informed the customer to send the docs with the OOW repairs, and to have CM review the file for any other questions on repairs. CM needs to contact dealership for any other docs needed for the case. Customer agreed on a follow-up call on 8/1/14.

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

[REDACTED] on 2014-07-29 @ 17:30

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

Begin Customer Message reviewed:

I need you to send me another link please. The link I had only let me send two attachments and my husband just informed me that you only need the ones showing we paid money.

End of Reviewed Customer message

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

[REDACTED] on 2014-07-31 @ 11:21

Writer contacted the customer. Writer stated that he still has not received all the documents. Customer stated that his wife just sent them. Writer advised that he would follow up by 08/05/2014 after researching the documents.

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

Status update provided via email to the following email address:

[REDACTED]

This is DJ from Dodge Customer Care.

I wanted to inform you that the documents did arrive and I am still researching them to see what we might be able to reimburse. I will follow up with you by 08/07/2014.

Thank you for your time and patience.

End of Status Update

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]

Winter Haven FL [REDACTED]  
UNITED STATES

Writer spoke with customer and verified that the customer is requesting \$357.00 dollars in reimbursement for deductibles. Writer would like the check in question to be mailed to the address listed on lines 80-84. Customer asked if the Service Contract Max Care can be added to the new vehicle the customer is purchasing in lieu of all of the problems this current new vehicle is having. Writer stated that notes will be made to ensure that the customer may call CAC and have the case number: [REDACTED] referenced to add the SC to the customer's new VIN. CM needs to get authorization to send check as well as add in any other notes that pertain to reimbursement.

Customer Document Reviewed.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Repair Reimbursement

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

N/A

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

N/A

Enter the Mileage at the time of the repair.

45025

Enter the Date when the repairs were completed.

07/08/2014

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

\$357.00

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

\$0.00

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$357.00

\*\*\*\*End structured narrative T2 - eReimbursement

Check approved.

Customer seeking to speak to DJ474.

agent transferred customer to 800-763-8422 EXT 66275.

Customer called and stated he was told earlier his check was not yet approved. Customer stated he would like to talk to DJ474. Agent informed customer that the check was approved yesterday and agent would transfer customer over to his line. Customer thanked agent.

Agent received phone call from customer, customer would like to know what is being done as far as the Maximum Care Package transferring. Agent advised that there had been a reference in the notes, however Case Manager does not know exactly what was discussed in the terms for case. Customer requested a direct call back from CM.

Briefly summarize why the customer is contacting Chrysler: Customer states that they are seeking to discuss MVP plan that was discussed with DJ474, and that he has a new vehicle under VIN EC [REDACTED] and would like the contract to be added under the new vehicle. Customer states that case manager has not been returning his call, customer states that he would accept transfer to VM.

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

Agent advised customer that concerns can be sent to case manager and that it would be noted that CM is seeking to speak with customer. Agent provided transfer to CM Voice mail.

Writer contacted the customer. Writer stated that CAC would assist with a Max Care service contract on the new vehicle with the last 8 of the VIN EC [REDACTED] Writer advised that he would contact the customer on 08/18/2014 to open a new case on the new vehicle.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                         |                                  |               |                                      |            |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG9 CH [REDACTED] | <b>Open Date</b>                 | 07/22/2014    | <b>Built Date</b>                    | 02/28/2012 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 02/29/2012              | <b>Mileage</b>                   | 70,000        | <b>Dealer Zone</b>                   | 70         |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PBV                     | BLACKBERRY PEARL 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]    |
|                | BELLFLOWER CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                              |
|----------------------------------------------------------------------------|--------------------------------------------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | Customer requesting cost assistance                          |
| Product - Engine - Unknown - Other - Default                               | Customer states that the alternator requires replacement     |
| Corporate - Reimbursement - Default - Default - Default                    | Reimbursing dealership, as customer refused to pay diagnosis |
| Corporate - Survey By-Pass - Dealer Call - Default - Default               |                                                              |

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the issue with the alternator.  
 Briefly summarize what the customer is expecting: Customer seeking cost assistance for the alternator replacement, customer states that he knows that the issue is with the alternator. Customer states that there has been no diagnosis. agent then advised the customer that the vehicle would require to be taken to a dlr for diagnosis so that we know what the issue is, agent advised that once the vehicle has been taken to the dlr that the customer can call back and we will look into this further and advised that there are no guarantees that we will be able to assist.  
 Customer calling back for assistance, still has not had the vehicle diagnosis. Customer is the 3rd owner, agent advised him that we will not be able to assist him with the repair.  
 \*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*  
 Informed customer that Chrysler will not participate in the repair.  
 The vehicle warranty has expired by time and/or mileage.  
 Unless the customer offers new information, decision remains unchanged.  
 \*\*\*\*\*  
 Customer contacted back in. Agent reformed customer that due to the mileage on the vehicle we would not be able to assist with this issue. Customer stated that we should cover this repair for him since Chrysler covered a repair for him with a previous vehicle that he had. Customer has requested Supervisor callback  
 Preferred daytime number: [REDACTED]  
 Preferred evening number: [REDACTED]  
 Reason for request: Customer feels that he should be able to get cost assistance for this repair.  
 CAIR assigned to: SG893  
 CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.  
 Customer states that he is calling in to see if the good will assistance decision would be able to be over turned. The customer provided the agent with a policy number that eh states the ext warranty will cover the alternator for, but it is through Century. The agent advised that since it through 3rd party contract through the dealership the warranty cannot be brought up in the system. Agent advised the customer that Unless the

customer offers new information, decision remains unchanged. Example would be that after the diagnosis is performed and if it were found to be due to a manufacturing defect, it would then be new information. The customer has not had a diagnosis performed at this point as of yet. Customer states he brought the vehicle to DLR 26821 LARRY H MILLER CHRYSLER JEEP 623-478-3750 for a diagnosis and was advised the issue is a manufacturing default. Agent called DLR at 623-478-3677, direct line to SM Robert and reached VM. Agent advised customer he is still waiting for a supervisor call back and the update is documented.

Customer preferred number [REDACTED]

\*\*\*\*Supervisor Callback 714-579-9678 \*\*\*\*

voicemail left - This is Sandra calling from Chrysler at your request to speak with a supervisor in regards to your 2012 Charger. I have reviewed the file and stand behind the decision that was made. Customer is calling because he missed the supervisor call from TL SG893. Customer is requesting to speak with supervisor. Customer states that the part is defective and would like further information regarding the cost assistance decline.

Agent advised customer that a callback request could be documented. Supervisor callback being reassigned to NC603 as per TL SG893. Customer calling to see if the goodwill can be overturned. Agent contacted dealership and spoke with SA Robert. Robert states the vehicle needs an alternator, battery, lower control arms, and tires.

Roberts states this is not a defect in any part and is due to wear and tear.

Customer is still requesting a supervisor callback after agent stated the decision would remain the same.

Caller is [REDACTED] (husband) of [REDACTED]

Federico called back asking for the supervisor right away. Agent tried to deescalate the call but the customer stated he needs to talk to the Supervisor and no one else. Agent spoke to TL SG893 who states she will make the call back today.

Supervisor called customer and left a voicemail advising the decision remains the same. Goodwill declined.

\*\*\*\*\*

Customer [REDACTED] calling in to states she has not heard back from the supervisor yet. Agent advised customer of lines 69-70. Customer states that is her husbands number and he cannot take calls while at work. Agent transferred customer to TL NC603.

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

maureen.working@lhm.com on 2014-07-24 @ 15:34

Supervisor spoke with customer and SM Maureen. Customer is the 3rd owner of the vehicle and they do not have a Certified pre-owned vehicle. The repairs needed are Alternator, Battery, Lower Control Arm Bushings and the tire tread is very low. Customer bought the vehicle last year with 26,000 miles and now they have 70,000. Goodwill decline. Customer does not want the vehicle at the dealer and will not pay for diagnosis charge of \$125 because Chrysler advised customer to go there. Supervisor advised customer and dealer that I will reimburse the dealer the diagnosis charge.

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

maureen.working@lhm.com on 2014-07-30 @ 13:06

SM Maureen states she responded to the first one. Supervisor advised Maureen we need to have another one sent as the first one was not received back successfully.

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

maureen.working@lhm.com on 2014-08-05 @ 14:34

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

Supervisor processed check for dealership 45604 for \$125.00 for reimbursement on the diagnosis charge.

Supervisor spoke with SM Maureen and advised that a check has been processed for \$125 and to allow up to 2 weeks to receive.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6  | BH [REDACTED]                    | <b>Open Date</b> | 07/22/2014                           | <b>Built Date</b> | 05/28/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 06/02/2011 | <b>Mileage</b>                   | 33,154           | <b>Dealer Zone</b>                   | 42                | DETROIT    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |              |                            |    |                   |       |  |
|-----------------------|--------------|----------------------------|----|-------------------|-------|--|
| <b>Dealer</b>         | 60180        | WALKER CHRYSLER JEEP DODGE |    |                   |       |  |
| <b>Dealer Address</b> | 95 LOOP ROAD |                            |    |                   |       |  |
| <b>Dealer City</b>    | CENTERVILLE  | <b>Dealer State</b>        | OH | <b>Dealer Zip</b> | 45459 |  |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <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 - Electrical - Battery - Other - Default              | Customer states that Battery Safe Mode light is on |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |                                                    |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking assistance with possible recalls for vehicle. Briefly summarize what the customer is expecting: Customer expecting to know if problem with vehicle is covered under recall. Customer states that wife was driving the vehicle and the radio and A/C stopped working. Customer states that he checked online and he has seen that there are numerous issues with alternators going for this type of vehicle. Writer advised customer that the only recall was P08. Writer did advise customer that vehicle should be checked at a DLR. Customer states that he has contacted DLR and they will not be able to look at the car until 07/24/14. Reassigned for no diagnosis.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG8  | CH [REDACTED]                    | <b>Open Date</b> | 07/24/2014                           | <b>Built Date</b> | 11/29/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 11/30/2011 | <b>Mileage</b>                   | 49,998           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PX8        | BLACK 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]    |
|                | SAN ANTONIO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                               |                              |
|-------------------------------------------------------------------------------|------------------------------|
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall | informed of recall           |
| Product - Electrical - Battery - Complete Failure - Default                   | vehicle completely shut down |
| Corporate - E-Reimbursement - Default - Default - Default                     |                              |

Briefly summarize why the customer is contacting Chrysler:

Customer stated that vehicle came up with warning of 'battery saver low', then radio went off, then vehicle just stopped. Customer just made it into parking lot of residence. Customer does not know what to do now.

Briefly summarize what the customer is expecting:

Customer wants vehicle repaired.

Customer did not know what the mileage was on vehicle due to the fact it will not start.

Agent called North Star Dodge (45448)/SA Sam and advised of vehicle coming in for service.

Agent was going to connect customer with Roadside Assistance but customer advised agent they had roadside services through their insurance.

Customer was going to contact roadside assistance.

Briefly summarize why the customer is contacting Chrysler: Customer called in requesting to find out why it is going to take 8 days for her vehicle to get diagnosis.

Customer also stated there is smoke coming out of her hood and it is currently sitting at the dealership, Customer is asking for assistance to get it towed to another dealership that could fix the problem faster.

Briefly summarize what the customer is expecting: Agent called dealership and spoke to SM Joe, Joe informed agent that there is 90 vehicles ahead of this customer and that is

Why they can not do a diagnosis on her vehicle, Agent escalated this to a CM to help

with the towing and reimbursement to get it to another dealer.

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] [REDACTED] ext 85225

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? No

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

Reassigned to 88F

Writer contacted dealer SA who stated they are in possession of vehicle.

SA stated they are waiting for customer pay on a new battery to diagnose vehicle.

Writer contacted customer and advised customer pay was required for diagnosis. Writer was advised the customer believes this vehicle shouldn't have this problem and if we could look into covering the cost of the battery. Writer will follow up on Monday.

The customer is calling for an update. The customer is concerned that she was not notified ahead of time for the defect in the vehicle. The agent advised we do send out recall notices but we have no way of knowing what future issues will come over the vehicle. The customer believes she shouldn't have to pay for the battery. The agent advised this will be documented and looked into and the CM will contact the customer on Monday. Customer understood.

Writer contacted service department and was advised that battery had died and they didn't have an exact cause of failure. Battery was replaced and Customer was advised by service that alternator is operating as designed except there is a noise coming from alternator. Service advised writer customer will not be replacing alternator. Follow up with customer.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66117. The reason for the customer contact was to provide or request the following information:  
follow up 07/29

Customer called Recall Center looking for Case Manager. Writer transferred call to Case Management at phone #800-763-8422, ext 66117. Customer called seeking to speak with their case manager, writer transferred caller and provided number to customer.

Customer contacted writer with information that alternator is operating as designed but is making a noise. Customer paid diagnosis fee and would like a guarantee that vehicle won't shut off. Writer advised the alternator is operating properly down to the amp, but if any future concerns were to arise Dodge would be happy to assist with repairs, since customer is doing what they can to ensure repairs are complete at this point. Customer understood and would like a call back if any contact information is available for DAVID D DILLON a representative for Recalls. Follow up scheduled 07/30 to ensure vehicle repairs are satisfactory.

Customer calls to speak with their Case Manager.

Transferred the customer to MC1836 at ext 66117

Customer contacted writer and stated vehicle has indicated it is in Battery saver mode. Writer will contact dealer tomorrow and request information regarding battery saver mode, which is what vehicle indicated prior to shutting down.

Customer called in seeking to speak to her CM. Agent called over to salt lake with ext 66117 and got the CMs VM. Agent transferred the customer over to the CMs VM.

Customer wanted CM to know that the radio went off completely, and 'battery saver mode' is displaying and later all lights/electrical were dimming in and out. Customer is hesitant to drive the vehicle to the dealership due to the possibility of losing all power as the vehicle is displaying the same behavior as before. The customer is requesting the vehicle be towed to the dealership. Agent advised the customer to call in the morning to arrange to have the vehicle towed as the dealership is closed. CM please contact the customer.

Customer seeking tow. Agent transferred customer to roadside assistance.

Customer called in regards to the tow she was trying to get. Customer stated that roadside kept trying to charge her but she was told she would not have to pay for it. Agent advised customer that she would need to get in touch with her CM and provided her with the phone number and extension.

Customer is having the same issues as before and is seeking a callback from the CM. Agent provided the callback number and offered to call over to roadside however the customer declined. Customer feels she should not have to pay for her towing even if she will just get reimbursed.

Customer is trying to reach CM. CM will be into office later, customer will wait for call back.

Caller [REDACTED] requesting to speak with Case Manager.

She updated her phone to primary phone [REDACTED] and then [REDACTED] Case manager not available, transferred to nic 66079 11502

Writer spoke to the customer and advised that if she is still having an issue it will need to go back to the dealer and that if she is still under 36000 miles it will be towed per the warranty terms if over we will need to consider reimbursement.

[REDACTED] called to speak with a supervisor as she is not happy



with how her case is being Handled. No Supervisors available. Caller requested a call back by EOB at 800-646-4633 EXT 65225  
Customer calls to speak with their Case Manager.  
Transferred the customer to LH930 at ext 66312, because the primary CM was not available.

ALTERNATE# 1-800-646-4633 ext: 85225 work

Writer received a call from the customer. Customer advised that she is using the ANCIRA CHRYSLER JEEP DODGE 23867 (210 -558-1500). Customer stated that she does not want to pay for the tow upfront. Customer stated that she does not feel supported by her Case Manager and requested a new one. Customer stated that she was informed by her Case Manager that she would not have to pay for any future costs. Writer advised that that could not be promised. Customer requested a callback from a supervisor. A Case Manager will need to contact dealership and follow up with customer soon.

\*\*\*\*\* Supervisor Call \*\*\*\*\*

Writer called customer at [REDACTED] and spoke with [REDACTED] the vehicle owner. Customer stated that the Battery Mode light is flashing, the radio cuts out, the dash lights went out while driving. [REDACTED] stated that they vehicle needs to be towed to the nearest dealership. Writer provided the Motor Cross Country Towing Assistance number at 1-800-521-2779. Customer stated that he will either have the vehicle towed later today or tomorrow. Writer advised the customer that his CM will follow up Thursday 7/31 to verify if the vehicle was towed to a Chrysler Dealership.

Writer contacted customer but VM was not set up. Follow up 08/01  
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66117. The reason for the customer contact was to provide or request the following information:  
Follow up 08/04/14

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66117. The reason for the customer contact was to provide or request the following information:  
Follow up 08/06/14

Writer called the dealership and spoke with the service receptionist. Writer was informed that the vehicle is not at the dealership.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*  
[REDACTED] on 2014-08-07 @ 15:05

Writer called the customer to see which dealership the vehicle was towed to. Customer stated that the vehicle was towed to Ancira. Customer stated that the vehicle was repaired and asked if we could do a possible reimbursement on the battery replacement since the battery was not the problem but it was the alternator. Writer sent the documentation link and will call back on Monday.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66117. The reason for the customer contact was to provide or request the following information:  
To advise customer we re still waiting for the documentation to even consider reimbursement for the battery.  
Status update provided via email to the following email address:

[REDACTED]  
I am assisting your case manager in your case. I just want to let you know at this time we are continuing to work diligently on your case. Your case manager will be contacting you on Wednesday with further information about your case. If you have any other concerns you can contact us at 1-800-763-8422 Ext. 66187.

Thanks for your time and patience.  
End of Status Update

Begin Customer Message reviewed:

Hey [REDACTED] I still have never recieved the email I was promised to send the reimburstment information. please send to me again at [REDACTED]

[REDACTED] Thank you! :)

End of Reviewed Customer message

10:04AM (MST) writer had contacted the customer for updates in pertaining to this reimbursement request. Writer spoke to the customer s boyfriend and he stated that the customer has sent documents for two products that she purchased: a car battery and an alternator for the vehicle. Writer advised the boyfriend that no documents have been attached to this case at this time for CAC to review. Writer advised that CAC information of contacts will be provided to the customer through her email if they have



any further questions or concerns. Writer will also follow-up with CAC if documents have come in earlier as well.

Status update provided via email to the following email address:

[REDACTED]  
Hello, my name is JB from Dodge Customer Care and I have been assigned as your case manager. This email is confirmation that your case [REDACTED] was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number 1-210-573-9345, My office hours are from 9:00AM-5:30PM (Mountain Standard Time). My contact information is 1-800-763-8422, extension 66-187. If your preferred telephone number mentioned above isn't correct, please reply with the correction. I understand that you had already sent some documents of the purchases that you paid yourself. I also understand that you were given a link. I will also provide some information where you can also fax these documents to myself. Forward your documents to: SLC FAX: 1-801-736-3929, ATTENTION: JI-138, TEAM: N, CAIR#: [REDACTED], CUSTOMER NAME: [REDACTED], MESSAGE: DOCUMENTS FOR REIMBURSEMENT. If you have any further questions or concerns, please feel free to contact me or leave a voicemail message and at the end of my shift, I will be able to contact you. Thank you for your patience and being apart of our Dodge family. Have a great day!

End of Status Update

Follow-up with the customer, 7 threshold days will be for THURSDAY, 08/28/14.

Fax has been received.

Begin Customer Message reviewed:

I FAXED IT THIS AFTERNOON BACK TO YOU, HERE IS THE TRANSMISSION REPORT. :) THANKS!

Your fax has been successfully sent to ATTN: J1-138, TEAM: N at 801-736-3929.

---

From: [REDACTED]

Time: 8/21/2014 12:49:58 PM

Sent to 801-736-3929 with remote ID '8017363929'

Result: (0/339;0/0) Successful Send

Page record: 1 - 6

Elapsed time: 04:20 on channel 22

End of Reviewed Customer message

9:24AM (MST) writer had contacted the customer this morning and the phone mentioned above this case doesn't work anymore. Writer will communicate with the customer through email today.

Status update provided via email to the following email address:

[REDACTED]  
Good morning [REDACTED] This is JB from Dodge Customer Care and I wanted to let you know that I am waiting for the documents that you sent on August 21 (THURSDAY) to be attached to your case. As soon as I receive them, I will be able to go over those documents and then it will be thoroughly reviewed. For any request for reimbursement will take 5-7 business days. If your request is approved, it will take 7 to 14 business days for the check to be sent out to your home address. Thank you for your patience. I will contact you soon for the status of your request.

End of Status Update

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

ad1021@chrysler.com on 2014-09-06 @ 13:55

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

Begin Customer Message reviewed:

Thank you for your follow up. I sure do hope you receive them because I think over 9 business days is more than enough time to process a fax on your back end. Thanks!

\*\*I refaxed it again, it will be coversheet from my employer Medtronic Minimed. I scanned in a receipt that came out blurry again and attached the original fax as 'TIFF'

the fax# I have is 801-736-3929, please confirm if this is a valid fax#.

End of Reviewed Customer message

Status update provided via email to the following email address:

[REDACTED]  
Good afternoon [REDACTED] This is JB from Dodge Customer Care and I wanted to reconfirm with you our fax information and if you have any questions, please feel free to call me again at: 1-800-763-8422,

extension 66-187. Here is the fax information: SLC FAX: 801-736-3929,  
ATTENTION: JI-138, TEAM:N, CUSTOMER S NAME: [REDACTED], CAIR#:  
[REDACTED], MESSAGE: DOCUMENTS FOR REVIEW FOR CAR BATTERY REPLACEMENT.

End of Status Update

Follow-up on FRIDAY, 09/12/14.

11:45AM (MST) Agent attempted to contact customer, however, customer was not available. Left message for a return call at 1-800-763-8422, extension 40-579. The reason for the customer contact was to provide or request the following information:to inform the customer that writer s has the documents that the customer had sent to CAC and her case is being reviewed for approval. Writer had also mentioned that as soon as her request is approved then writer will give her a call. Writer will follow-up by TUESDAY, 09/16/14.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for 2 repairs for her vehicle (look at attachment) The battery and alternator.

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

NA

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

# [REDACTED]

Enter the Mileage at the time of the repair.

49,998 miles

Enter the Date when the repairs were completed.

1st repair: 07/24/14: Battery

2nd. repairs: 07/31/14: Alternator

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

\$560.06

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

NA

What is the total Tax to be reimbursed?

NA

What is the total amount being reimbursed?

\$560.06

\*\*\*\*End structured narrative T2 - eReimbursement

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

AB1595@CHRYSLER.COM on 2014-09-16 @ 22:00

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

REVIEWED documents - Approved

Customer Document Reviewed.

Check has been approved

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                       |                                    |                  |                                      |                     |               |
|-----------------------|-----------------------|------------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG8             | CH [REDACTED]                      | <b>Open Date</b> | 07/24/2014                           | <b>Built Date</b>   | 09/08/2011    |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                        | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 09/12/2011            | <b>Mileage</b>                     | 63,000           | <b>Dealer Zone</b>                   | 42                  | DETROIT       |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT            | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PS2                   | BRIGHT SILVER METALLIC CLEAR COAT  |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION   |                  |                                      |                     |               |
| <b>Dealer</b>         | 66103                 | BILL SNETHKAMP'S LANSING DODGE INC |                  |                                      |                     |               |
| <b>Dealer Address</b> | 6131 S PENNSYLVANIA   |                                    |                  |                                      |                     |               |
| <b>Dealer City</b>    | LANSING               | <b>Dealer State</b>                | MI               | <b>Dealer Zip</b>                    | 48910               |               |
| <b>Owner</b>          | [REDACTED]            |                                    |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]            |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | ROMULUS MI [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Defective - Default

alternator and battery problem per customer

Briefly summarize why the customer is contacting Chrysler: Customer stated vehicle had abs light come on and odometer went up and down. Customer stated that yesterday vehicle wouldn't start. Customer stated IRF told her it was alternator and battery problem. Customer stated she saw some recalls online for vehicles such as hers. Writer advised there was headlight recall on vehicle but no other ones. Customer stated last year there was headlight repair done on vehicle. Writer advised there might be reimbursement available if customer had receipt or could get copy. Customer stated she would look into it. Customer stated that now vehicle was at IRF. Customer also inquired about service contracts. Writer consulted AC22290, gave customer MVP sales phone number and called MVP. Customer disconnected just after writer got connected to MVP. Briefly summarize what the customer is expecting: Customer inquired about recalls and service contracts.



**Customer Assistance Inquiry Record (CAIR)#****25370634**

|                       |                        |                                  |                  |                                      |                     |            |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|------------|
| <b>VIN</b>            | 2C3CDXBG2              | CH [REDACTED]                    | <b>Open Date</b> | 07/24/2014                           | <b>Built Date</b>   | 11/01/2011 |
| <b>Model Year</b>     | 2012                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |            |
| <b>In Service Dt</b>  | 11/02/2011             | <b>Mileage</b>                   | 56,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO    |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |            |
| <b>Color</b>          | PDM                    | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                     |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |            |
| <b>Dealer</b>         | 66999                  | ED VOYLES CHRYSLER JEEP, INC     |                  |                                      |                     |            |
| <b>Dealer Address</b> | 789 COBB PARKWAY SOUTH |                                  |                  |                                      |                     |            |
| <b>Dealer City</b>    | MARIETTA               | <b>Dealer State</b>              | GA               | <b>Dealer Zip</b>                    | 30060               |            |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE  |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED] |
|                       | MARIETTA G             | [REDACTED]                       | <b>Country</b>   | UNITED STATES                        |                     |            |

|                                                                       |                                                                       |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------|
| Product - Electrical - Battery - Other - Default                      | Customer had to replace the battery 3 times in the last few months    |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer was told there may be an issue with the vehicle's alternator |

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

Briefly summarize why the customer is contacting Chrysler:

Customer states that his vehicle is currently at a dealership for what appears to be an electrical issue. Customer states that he had to replace the battery 3 times in the last few months and that when he brought the vehicle in he was told there may also be an issue with the alternator.

Briefly summarize what the customer is expecting:

Customer wants to know if anything can be done to help him with the cost of the necessary repair.

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

Agent called over to ED VOYLES CHRYSLER JEEP DODGE (66999) and spoke with Seth who stated he could not find the vehicle in their system. Customer stated that he spoke with someone named Mark, so Agent called back and left a message for Mark with the customer's name, VIN number, and the case number, requesting that he call us back.

Agent advised customer that we have to obtain a diagnosis from the dealership before we can investigate our options for assisting him.

Customer called back stating he had the alternator replaced today and is seeking assistance with the repair, as he did yesterday.

Agent contacted DLR 66999 and SA stated this customer has not been to the DLR for any repairs as there is no information in the system for this VIN and/or name.

Agent advised customer of this, asking if he is sure this is the DLR he worked with.

Customer states he is sure and that the vehicle is currently with the broker who had picked the vehicle up when the DLR was done repairing the vehicle.

Agent advised customer to speak with that person and to get the repair order and call back with the information on the receipt as we can better determine which DLR and the contact number he worked with.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG5  | BH [REDACTED]                    | <b>Open Date</b> | 07/25/2014                           | <b>Built Date</b> | 04/08/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/13/2011 | <b>Mileage</b>                   | 70,000           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC 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]    |
|                | SAN ANTONIO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                           |
|---------------------------------------------------------------------------|---------------------------|
| Corporate - Survey By-Pass - No Response - Default - Default              | No response from customer |
| Product - Unknown - Unknown - No Start - Default                          | no start                  |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | replaced once             |

Briefly summarize why the customer is contacting Chrysler:

Customer states the alternator was replaced in April 2014

Briefly summarize what the customer is expecting:

The vehicle is not starting

Customer calls seeking recall information. Advised the customer of incomplete recall # P08 HEADLAMP WIRING U for this vehicle.

Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Agent called Dealer Code: 63- 45448 Dealer Name : NORTH STAR DODGE

CHRYSLER JEEP Dealer Phone : 210-249-7500

Agent spoke to Charles

The chrysler rep is coming down momday or tuesday

The dealership states it is not the battery or alternator , the vehicle loses power after starting

The dealership has a similar vehicle doing the same thing

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? Dealer

Code: 63- 45448 Dealer Name : NORTH STAR DODGE CHRYSLER JEEP Dealer

Phone : [REDACTED]

Reassigned to 88F

Customer seeks rental from her service contract

Agent advised the service contract is not with chrysler

Customer will have to call the third party company.

Case escalated for technical assistance.

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

OOW: Yes. 2011 vehicle with 70K miles

WCC: 536 (3/36 and 5/100)

Loyalty History: 1 New, 1 Used

1st Customer Contact by Email to: [REDACTED]

Status update provided via email to the following email address:

[REDACTED]

My name is Elizabeth and I have been assigned as your case manager. Here

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

Number is # [REDACTED].

My contact information: 800.763.8422 EXT. 66343

My hours in the office: 11:30 am 8:00 pm M-F (MST)

I will review your case and contact you within 2 business days.

Thank you for being part of the Dodge family. Elizabeth from Dodge Customer Care

End of Status Update

CM will Call Dealer and follow up with customer within two days.

Customer contacted writer seeking an update from CM.

Writer transferred customer to CM s extension.

Customer called requesting to speak to CM. Writer warm transferred customer to CM s extension.

Writer is contacting dealership at 210-249-7500 and was put on hold for five minutes waiting for SA Charles.

Briefly summarize why the customer is contacting Chrysler. Customer is calling as her vehicle has been at the dealership since last month and no one has contacted her back.

Briefly summarize what the customer is expecting. Customer is calling to speak with a case manager regarding her file. Reviewed file with TL KB805 and transferred customer to the next available CM at 800.763.8422.

Caller requesting to speak with Case Manager. Writer transferred customer to LH930 at extension 66312 for assistance.

Writer received a call from the customer. Customer stated that she has attempted to get a hold of her Case Manager multiple times and has not gotten any response. Customer stated that the vehicle has been at the dealership for about a month and she thought her CM was supposed to advocate for her. Writer advised that the dealership will be contacted and then a follow up will be made to the customer.

Writer contacted dealership and spoke with Service Advisor Charles. SA stated that another vehicle, the same make and model, has been in the dealership for about a month longer than the customers with the same issues. SA stated that a Chrysler tech came to look at that vehicle and has suggested a repair. SA stated that parts have been ordered for that vehicle. SA stated that if this solves the issues with that vehicle, they will perform the same repairs to the customer s vehicle. Writer inquired as to if the SA was aware of the open recall on the vehicle. SA stated that he would check. Writer thanked SA and disconnected call.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66312. The reason for the customer contact was to provide or request the following information: Inform customer of lines 69-77.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66377. The reason for the customer contact was to provide or request the following information: Inform customer of lines 69-77.

Status update provided via email to the following email address:

[REDACTED]

Good evening,

I am contacting you on behalf of your Case Manager Elizabeth. We continue to review your concerns with case and we will follow up with you again on 08/14/2014. We apologize for the delay; meanwhile feel free to contact us for any questions about your case.

Thank you,

Chrysler Case Management,  
1-800-763-8422, extension 66343

End of Status Update

Status update provided via email to the following email address:

[REDACTED]

Good evening,

I am contacting you on behalf of your Case Manager Elizabeth. We continue to review your concerns with case and we will follow up with you again on 08/14/2014. We apologize for the delay; meanwhile feel free to contact us for any questions about your case.

Thank you,

Chrysler Case Management,  
1-800-763-8422, extension 66343

End of Status Update

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66343. The reason for the customer contact was to provide or request the following information: advise lines 69-77.. Writer set follow up 08/21/2014.

Agent attempted to contact customer, however, customer was not available.  
The reason for the  
customer contact was to provide or request the following information:  
Advise customer the case will be closed.  
CLOSED LOOP UPDATE - no need for additional follow-up.

---

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

[REDACTED]

|                      |            |                                  |                  |                                       |                   |            |
|----------------------|------------|----------------------------------|------------------|---------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXDT0  | CH [REDACTED]                    | <b>Open Date</b> | 07/26/2014                            | <b>Built Date</b> | 02/29/2012 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDEP48           | DODGE CHARGER R/T AWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/13/2012 | <b>Mileage</b>                   | 4,570            | <b>Dealer Zone</b>                    | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                     | US                |            |
| <b>Color</b>         | PBV        | BLACKBERRY PEARL COAT            |                  |                                       |                   |            |
| <b>Engine</b>        | EZH        | 5.7L V8 HEMI MDS 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]    |
|                | TUCSON AZ [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                  |                                        |
|--------------------------------------------------|----------------------------------------|
| Corporate - Recall - Default - Default - Default | Inquiring about recalls on the vehicle |
|--------------------------------------------------|----------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he had to take his vehicle to the dealership today because the alternator went. Customer states that he had to replace the battery in the vehicle, and also still needs to replace the alternator. Customer states that while driving to the dealership as well as from the dealership the brakes went out. Customer states that he had read on the NHTSA that there was something in regards to the alternator. Customer was looking to see if this included his vehicle or not.

Briefly summarize what the customer is expecting: Recall information Agent advised customer that the post on the NHTSA website is currently an investigation and not a recall. Agent advised that getting this fixed, hold on to his receipts as if this does turn into a recall, once he receives a recall letter in the mail he can send those receipts in for possible reimbursement. Agent advised customer that as of right now, he has no recalls on his vehicle.

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG6  | BH [REDACTED]                    | <b>Open Date</b> | 08/04/2014                           | <b>Built Date</b> | 07/25/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 07/26/2011 | <b>Mileage</b>                   | 106,890          | <b>Dealer Zone</b>                   |                   |            |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | WHITEVILLE TN [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                     |
|-----------------------------------------------------------------------|---------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator went out |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default       |                     |

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

Alternator

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

On Friday 7/25/2014 my car went in battery saver mode while I was driving into work and everything went out including the power steering, brakes, and lights before quitting altogether and the battery was drained and I couldn't get in the trunk without power to get a boost, I got the car tested it was the alternator that failed. I was a fan of Dodge because this is my second Dodge, but I haven't seen an alternator go out this fast and is so expensive and to replace the battery will be another \$200 on top of the \$800 the dealership charge to replace the alternator.

Sincerely I should have bought a Chevy

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

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center. Please accept our sincere apologies for the delayed response to your email.

Because of the public's current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like. 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 Chrysler Group Customer Care Center by telephone at 1-800-4A-DODGE (423-6343).

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Victoria

Customer Service Representative

Dodge Customer Assistance Center

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

Reassigned to PG725 for Survey-Bypass. Duplicate CAIR.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                      |                                  |                  |                                      |                   |            |
|-----------------------|----------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG9            | BH [REDACTED]                    | <b>Open Date</b> | 07/26/2014                           | <b>Built Date</b> | 04/20/2011 |
| <b>Model Year</b>     | 2011                 | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 05/12/2011           | <b>Mileage</b>                   | 48,000           | <b>Dealer Zone</b>                   | 51                | CHICAGO    |
| <b>Plant</b>          | H                    | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PW7                  | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                  | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                  | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 64590                | AL WEST CHRYSLER INC             |                  |                                      |                   |            |
| <b>Dealer Address</b> | 705 HIGHWAY 63 SOUTH |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | ROLLA                | <b>Dealer State</b>              | MO               | <b>Dealer Zip</b>                    | 65401             |            |
| <b>Owner</b>          | [REDACTED]           |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]           |                                  |                  | <b>Home Phone</b>                    | [REDACTED]        |            |
|                       | SALEM MO [REDACTED]  |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                            |                                                |
|----------------------------------------------------------------------------|------------------------------------------------|
| Corporate - Warranty Coverage - Default - Default - Default                | Customer seeking warranty information          |
| Dealer - By-Pass - Default - Default - Default                             | Customer seeking warranty information          |
| Product - Unknown - Unknown - Fire - Unknown                               | Customer states alternator almost caught fire. |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default | Customer states alternator issues              |
| Corporate - Property Damage - Default - Default - Default                  |                                                |

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information on his warranty. Customer states he pulled over and smelled something burning. Customer states the alternator had smoke rolling out of it and didn't stop smoking for a while. Agent advised customer his warranty is expired. Customer states he wants to make a complaint because this incident could have been a lot worse. Briefly summarize what the customer is expecting: Customer is expecting to make a complaint and possible cost assistance.

1. Who is calling and what is their contact information? Customer Chris Heavin

Preferred: [REDACTED]

2. What happened? Customer states he was driving and he heard a whining noise, then the battery light came on. Customer states he pulled over and smelled something burning. Customer states the alternator had smoke rolling out of it and didn't stop smoking for a while.

3. What is the current location of the vehicle? Vehicle is waiting to be towed to owner.

Reassigned to 82S  
 VEHICLE IS LOCATED AT:  
 100 COUNTY ROAD 5013  
 SALEM MO 65560-7785

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.  
 7/28/14 ASSIGNED TO RLG92. PAG  
 CAIR NUMBER 25379070 REQUEST EAA INSPECTION 07-28-2014 12:28  
 CAIR NUMBER 25379070 E-MAIL SENT TO EAA 07-28-2014 12:28  
 CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED  
 Dealer - By-Pass

Someone was supposed to contact the customer yesterday about inspecting the vehicle but that call never came and the customer needs to know to

do. The customer needs to get the vehicle fixed. The writer updated his email and phone number.

The vehicle is located currently at: 205 west scenic rivers boulevard, Salem MO 65560

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): yes

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): [REDACTED]

Customer s email address: [REDACTED]

Any additional information: The customer is at a mechanic hoping to fix his vehicle soon.

CAIR assigned to 82T for contact request.

7/29/14 SEND CAIR BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.

Reassigned to 82S for update.

CCRG Open Date: 07/28/2014 09:34:02

Letter Sent: Acknowledgement 07/29/2014 13:07:19

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

7/30/14 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/31/14 AT 18:38:37 25379070

Customer called for an update, he states that he owns an IRF and found that this part is on national b/o, and NHTSA has a file on these alternator. Customer states that he has found an alternator and would like to install.

Customer states that we may want the alternator back, so he is looking for information, approval to install the alternator.

Customer states that the investigator has already been there, and taken picture.

Customer states there is not damage to the vehicle, it is just the alternator.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer s address match COIN (Y/N): Y

If no, customer s current address:

Customer s current phone number (Daytime): [REDACTED]

Customer s current phone number (Evening): 5 [REDACTED]

Customer s email address: [REDACTED]

Any additional information:

CAIR assigned to 82S for contact request.

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

Dealer - By-Pass

Please see lines 66-76

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

8/4/14 UPDATED CCRG FILE & CASE MANAGER. PAG

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                    | <b>Open Date</b> | 07/28/2014                           | <b>Built Date</b> | 02/26/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/02/2011 | <b>Mileage</b>                   | 38,000           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PSC        | BILLET METALLIC 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]    |
|                | SAN ANTONIO TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                      |                                |
|------------------------------------------------------|--------------------------------|
| Product - Drivability - Unknown - No Start - Default | vehicle shut off, has no start |
| Product - Drivability - Unknown - Stalling - Default |                                |

Briefly summarize why the customer is contacting Chrysler: Customer called seeking cost assistance. Customer stated his vehicle is currently at an outside shop and was diagnosed for the alternator. Customer stated he was just recently in an accident where his vehicle lost all power; lost control of the wheel, smoke was coming from the engine. Customer stated he has replaced the battery twice and just wants the problem fixed. Customer stated he has no problem towing the vehicle to a Chrysler dealership to have it diagnosed and worked on. Agent phoned over to local dealership NORTH STAR DODGE CHRYSLER JEEP, 45448 and spoke to SM Pat whom stated they would be more than happy to assist him with the repair just doesn't want any legal problems brought on because of the previous accident. SM Pat stated to have customer tow vehicle to dealership and speak to NOE, in service that would further assist him. SM Pat also stated it may be a couple days before he gets to look at it but they would assist him. Agent informed customer of what the next step would need to be. Customer understood and stated he would have the vehicle towed to dealership and go from there.

Briefly summarize what the customer is expecting: Seeking cost assistance.

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

[REDACTED]

|                      |                         |                                  |               |                                      |                |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|----------------|
| <b>VIN</b>           | 2C3CDXBG3 CH [REDACTED] | <b>Open Date</b>                 | 07/28/2014    | <b>Built Date</b>                    | 09/15/2011     |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                |
| <b>In Service Dt</b> | 02/01/2012              | <b>Mileage</b>                   | 45,000        | <b>Dealer Zone</b>                   | 71 LOS ANGELES |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US             |
| <b>Color</b>         | PDM                     | TUNGSTEN METALLIC 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]    |
|                | PITTSBURG CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                              |                                              |
|------------------------------------------------------------------------------|----------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default    | Alternator failed                            |
| Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default | Customer complaint with SC deductible        |
| Product - Electrical - Battery - Other - Default                             | Customer questioning need to replace battery |
| Recall - P08: HEADLAMP WIRING -                                              | Customer seeking completion of recall P08    |
| Corporate - Survey By-Pass - No Repair - Default - Default                   |                                              |

Briefly summarize why the customer is contacting Chrysler: Customer reports she had vehicle towed to dealership because the electrical completely failed. Customer states when vehicle was boosted, it would run but there was nothing electrical would run. Customer states dealership diagnosed vehicle as having a failed battery. Customer states she picked up vehicle on Friday and over the weekend vehicle failed again with the same issues. Customer states vehicle towed back to dealership this morning. Customer states dealership has diagnosed the issue now to be a failed alternator. Customer states dealership has advised of a \$100 deductible. Customer very upset that failed alternator was not found the 1st time because then she would not have had to pay the diagnostics fees. Customer upset dealership is now going to charge her a deductible for an ongoing concern.

Briefly summarize what the customer is expecting: Customer seeking assistance getting MVP SC deductible waived. Agent contacted SA Shawn who states vehicle was originally diagnosed with a failed battery. SA reports at the time, alternator checked out fine. SA reports today diagnosis shows alternator has also failed and will be replaced through MVP SC. SA reports there is a \$100 deductible on SC. Agent argued the customer should either have the diagnostics fee returned or deductible waived as the original vehicle failure was never resolved and is the same complaint. Agent argued dealership should not be charging both a diagnostics fee and deductible for an unresolved complaint covered by customers MVP SC.

SA Shawn states he will approach the SM for consideration of waiving the SC deductible. SA also reports they are waiting for parts to complete recall P08.

Agent advised customer to contact CAC if she is still not satisfied with dealership decisions when she picks up her vehicle

\*waiting for recall P08 parts availability\*

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

[REDACTED]

|                      |                         |                                  |               |                                      |                |
|----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|----------------|
| <b>VIN</b>           | 2C3CDXBG8 CH [REDACTED] | <b>Open Date</b>                 | 07/28/2014    | <b>Built Date</b>                    | 08/10/2011     |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                |
| <b>In Service Dt</b> | 09/23/2011              | <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>         | PW7                     | BRIGHT WHITE 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]    |
|                | CORONA CA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                       |                                 |
|-----------------------------------------------------------------------|---------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Alternator needs to be replaced |
| Product - Electrical - Battery - Other - Default                      | Battery needs to be replaced    |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking cost assistance on the alternator and battery on her vehicle.

Briefly summarize what the customer is expecting: Cost assistance.  
Agent called DLR and spoke with SA Tom. Tom states her non Chrysler extended warranty is taking care of the alternator but not the battery. Total repair for customer s alternator will be \$490. DLR is not providing cost assistance for the customer due to the fact she is well out of warranty and vehicle was purchased used. Agent advised customer of this. Agent declined customer for cost assistance.



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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CGX  | BH [REDACTED]                    | <b>Open Date</b> | 07/28/2014                           | <b>Built Date</b> | 04/21/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 04/27/2011 | <b>Mileage</b>                   | 80,000           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PVG        | TOXIC ORANGE PEARL COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|                       |                 |                                   |            |                     |    |                   |       |
|-----------------------|-----------------|-----------------------------------|------------|---------------------|----|-------------------|-------|
| <b>Dealer</b>         | 23871           | RON CARTER CHRYSLER-JEEP-DODGE OF | TEXAS CITY |                     |    |                   |       |
| <b>Dealer Address</b> | 2601 PALMER HWY |                                   |            |                     |    |                   |       |
| <b>Dealer City</b>    | TEXAS CITY      |                                   |            | <b>Dealer State</b> | TX | <b>Dealer Zip</b> | 77590 |

|                |                         |                     |               |
|----------------|-------------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]              | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]              | <b>Home Phone</b>   | [REDACTED]    |
|                | GALVESTON TX [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

Customer's alternator needs to be replaced

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that she brought her vehicle to the dealership because she was having some issues with her vehicle not starting and they replaced the battery. Customer states that she now has the vehicle back at the dealership experiencing the same issues. Customer states that the dealership advised her that it is the alternator.

Briefly summarize what the customer is expecting: Customer is expecting to find out why the alternator was within normal range on 07/19/2014 and on 7/26/2014 it was not. Agent contacted DLR 23871 and left a message for the SM to contact us back. Agent advised the customer that we would have to speak to the dealership to verify the diagnosis before we could look into this further.

Customer s mother had contacted in because she wanted to know why the DLR did not catch the issue with the alternator the day she had issues with the battery. Mother would like to know why her daughter is only getting \$50 deduction for the inconvenience instead of \$100 as she believes her daughter should get.

Agent contacted the DLR and spoke with the SA Wes.

SA Wes stated that the vehicle was towed in last week with battery issues. SA Wes advised he had called the customer s warranty office at Car Max and they would not pay for the battery. SA Wes talked to the customer and they approved the replacement of the battery. SA Wes stated 2 days later the vehicle was being towed back in for the same type of issue. SA Wes stated they had found the issue was the alternator and found that it was intermitted and could not find the issue when they replaced the battery. SA Wes stated the warranty company will cover the cost of the alternator but with a \$200 deductible. SA Wes stated for the inconvenience the DLR is willing to take \$50 off, so the customer would be responsible for the other \$150. SA Wes stated that they would also be doing the recall on the customer s vehicle.

Agent advised the customer of this information.

Customer was going to contact the DLR to have them pay another \$50 for the inconvenience as well.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                          |                              |               |                                      |            |
|-----------------------|--------------------------|------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>            | 2C3CDXBG9 CH [REDACTED]  | <b>Open Date</b>             | 07/29/2014    | <b>Built Date</b>                    | 02/27/2012 |
| <b>Model Year</b>     | 2012                     | <b>Body</b>                  | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b>  | 03/09/2012               | <b>Mileage</b>               | 43,000        | <b>Dealer Zone</b>                   | 42 DETROIT |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT      | <b>Market</b> | U                                    | US         |
| <b>Color</b>          | PW7                      | BRIGHT WHITE CLEAR COAT      |               |                                      |            |
| <b>Engine</b>         | ERB                      | 3.6L V6 24V VVT ENGINE       |               |                                      |            |
| <b>Transmission</b>   | DFG                      | 8-SPD AUTO 8HP45 TRANS (BUY) |               |                                      |            |
| <b>Dealer</b>         | 41906                    | COMMONWEALTH DODGE INC       |               |                                      |            |
| <b>Dealer Address</b> | 6408 PRESTON HIGHWAY     |                              |               |                                      |            |
| <b>Dealer City</b>    | LOUISVILLE               | <b>Dealer State</b>          | KY            | <b>Dealer Zip</b>                    | 40219      |
| <b>Owner</b>          | [REDACTED]               | <b>Contact Type</b>          | TELEPHONE     |                                      |            |
| <b>Address</b>        | [REDACTED]               | <b>Home Phone</b>            | [REDACTED]    |                                      |            |
|                       | LOUISVILLE KY [REDACTED] | <b>Country</b>               | UNITED STATES |                                      |            |

|                                                                        |                                                           |
|------------------------------------------------------------------------|-----------------------------------------------------------|
| Product - Unknown - Unknown - Fire - Engine Compartment                | Customer alternator caught on fire, corroded on each side |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Customer seeking cost assistance towards new alternator   |
| Corporate - Property Damage - Default - Default - Default              |                                                           |
| Corporate - Survey By-Pass - Reopen Error - Default - Default          |                                                           |
| Product - Unknown - Unknown - Fire - Unknown                           |                                                           |

Briefly summarize why the customer is contacting Chrysler: Customer seeking cost assistance towards new alternator. Vehicle s alternator caught on fire inside vehicle and the customer needs a new alternator. Briefly summarize what the customer is expecting: Agent advised customer that their case will be reviewed and the customer will be receiving a call back within 1-2 business days. Customer is original owner, the vehicle is only two years old under 60 000 miles. Vehicle is not drivable atm.

Who has possession of the vehicle? Customer  
 Has an authorized dealer diagnosed the vehicle? Yes  
 If a CDJR dealer has diagnosed, what is the dealer name and code? 41906  
 Dealer Name : COMMONWEALTH DODGE INC

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is: [REDACTED]

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to:88F

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

Vehicle history: 1New 1 Used

OOW: Yes

Service contract: No

Writer called dealership talked to SM Terry who stated that customers vehicle is not at the dealership, however he would be willing to accept a RA for customer goodwill to replace the alternator. Warranty price for part is \$424.40. Labor is \$150.00 Total \$574.40. SM stated that he would accept goodwill customer pay in the amount of \$278.20. Writer will follow up with customer.

Status update provided via email to the following email address:

[REDACTED]



Hello, my name is Laural and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [REDACTED] within the one business day as promised. My office hours are 7:00 AM 3:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 66153. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

**End of Status Update**

Writer called customer to let her know that the dealership and Chrysler will help pay for the replacement of her alternator. Writer told customer that her cost would be \$278.20. Customer agreed however, customer will need to have her vehicle towed to the dealership since she has had to pay for 2 tow bill writer told customer that we would reimburse her to have the vehicle towed to the dealership. Writer will follow up with SM to order part and to see if it will be alright to tow vehicle to dealership.

Writer called dealership talked to SA Brittany because SM was not available. SA will order part tomorrow, if part is on back order she let writer know tomorrow. SA stated that it will be alright for customer to have vehicle towed to dealership. Writer will follow up with customer tomorrow.

Customer called in to check up on the status of her case with her alternator. She stated that her case manager was supposed to be in contact with her but she hasn't heard back.

Agent advised customer of lines 47-51 and if customer hasn't heard back from her case manager at the end of today to give her a call. Agent advised customer as well that she did leave an e-mail for her with her number and extension. Customer stated that she hasn't checked it yet but she will now and said she'll wait for the call.

Writer called customer [REDACTED] not accepting messages voice mail not set up.

Status update provided via email to the following email address:

[REDACTED]. This is Laural at Dodge Customer Care, I have been trying to call you at the number you gave me last night, however the voicemail is not set up. Just to let you know the dealership will order the alternator today and it will be alright for you to have your 2012 DODGE CHARGER towed to the dealership anytime. Thank you.

**End of Status Update**

Dealer: Terry - SM called to speak to CM; LB700 Writer warm transferred dealer to CM extension: 66153

Writer received a call from SM who is concerned after taking the alternator off and finding some other problems with the vehicle. SM stated that he needs to contact customer writer gave customer [REDACTED]. SM stated that he is not sure who has been taking this vehicle apart, he does not want to be blamed for anything that was not done by the dealership.

Writer called customer [REDACTED] unable to leave messages voicemail not activated.

Writer called customer [REDACTED] unable to leave messages voicemail.

Writer called [REDACTED] not a valid number. Unable to contact customer.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66153

The reason for the dealer contact was to provide or request the following information: Diagnosis on vehicle

Writer called dealership talked to Mike SA he stated that all that needed to be repaired was the alternator. SA stated that they checked out everything and nothing else was wrong. Customer picked up vehicle last week. Writer will follow up with customer.

As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$424.40

Labor = \$150.00

Total = \$574.40

Co-pay = \$278.20

##### DIRECT-TO-DEALER #####

Customer Care is sending this case to because an out-of-warranty



goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

#####

REASSIGNED TO BC/DLR 42 41906 08/07/14 16:46 O 25392245

Writer called [REDACTED] not a valid number. Writer called [REDACTED] unable to leave a message.

Status update provided via email to the following email address:

[REDACTED]

[REDACTED], This is Laural at Dodge Customer Care. I have been in contact with Mike at COMMONWEALTH DODGE and have been told that they replaced the alternator in your Dodge Charger. I cannot get you by telephone and just wanted to know how the repairs are going. Thank you.

End of Status Update

Customer cannot be reached at contacts provided. According to dealer, vehicle is repaired and has not returned with concerns. Please close case if followup cannot be made. JDG

Writer called [REDACTED] not a valid number. Writer called customer [REDACTED] telephone is not working told me to call [REDACTED] not accepting messages voice mail messages. Case will be closed per AM request on lines 116-118.

Writer is also closing case because writer has not been able to contact customer since 7/31/14.

Status update provided via email to the following email address:

[REDACTED]

[REDACTED], This is Laural at Dodge Customer Care, I have been informed by Mike at Commonwealth Dodge that your 2012 DODGE CHARGER has been repaired and picked up. I have tried to contact you by telephone since 7/31/14 to see if the repairs are to your satisfaction, however, I have not been able to get a hold of you. Therefore, I will be closing your case. If you need to contact us in the future please call 800-4ADODGE. Thank you.

End of Status Update

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

Customer called in with the same issue with before about her alternator going out on her and she is really upset that she still has not had this resolved. She wanted to speak to the case manager that was originally handling this.

As per lines, 129-132, agent reopened as assigned it back to LB700 for a follow up call. Agent advised customer that she should hear back from her within 1-2 business days.

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

---

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

[REDACTED]

|                       |                            |                                  |                  |                                      |                     |               |
|-----------------------|----------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG6CH                | [REDACTED]                       | <b>Open Date</b> | 07/31/2014                           | <b>Built Date</b>   | 08/09/2011    |
| <b>Model Year</b>     | 2012                       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 10/31/2011                 | <b>Mileage</b>                   | 33,700           | <b>Dealer Zone</b>                   | 35                  | WASHINGTON    |
| <b>Plant</b>          | H                          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PRY                        | REDLINE 3 COAT PEARL             |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 08911                      | BROWN-DAUB INC                   |                  |                                      |                     |               |
| <b>Dealer Address</b> | 3903 HECKTOWN RD           |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | EASTON                     | <b>Dealer State</b>              | PA               | <b>Dealer Zip</b>                    | 18045               |               |
| <b>Owner</b>          | [REDACTED]                 |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                 |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | PHILLIPSBURG NJ [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                         |                                                                    |
|---------------------------------------------------------|--------------------------------------------------------------------|
| Product - Electrical - Battery - Other - Default        | Vehicle will lose power and light for charge battery will turn on. |
| Corporate - Lost Customer - Default - Default - Default |                                                                    |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge about an issue with his vehicle. Customer states that the vehicle was towed to the dealership for the third time. Customer states that the battery light had come on twice while on the road and he lost all power. Customer states that when he charged it last that it did not charge up fully. Customer states that while looking on line he saw a lot of complaints about this that seem to have been on this vehicle. Customer states that he does not feel safe in the vehicle since this problem has occurred several times in the past three weeks or so. Customer is worried since the vehicle is almost out of warranty.

Agent contacted Brown Daub and spoke with Ashley in service. Ashley states that they checked the battery and charged it but found no error codes coming up. Ashley states that this is the first time the check engine light has come on and an issue with the battery.

Briefly summarize what the customer is expecting: Seeking assistance.

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: None provided

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

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

Brown-Daub Inc 08911

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*

In Warranty

Household: 2 New, 2 Used

MVP: None

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66134

The reason for the dealer contact was to provide or request the following information: Diagnosis, Mileage



Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66134. The reason for the customer contact was to provide or request the following information:  
Review case

Service manager Dave contacted writer. SM stated the vehicle was completed yesterday or this morning. SM stated they recharged the battery. SM stated vehicle was brought into the DLR because vehicle went into battery saver mode. SM stated they completed the recall, oil change, and multi inspection. SM verified mileage at 33517. SM stated all repairs will be done under warranty.

Customer called back looking for an update on his case. Customer states that he has replaced the battery twice already and is not satisfied with the dealerships diagnosis and solution.

Agent contacted the dealership to acquire customers vin number to pull up case file. Agent spoke to SA. SA states that the vehicle was brought in because it was stuck in battery saver mode. SA states that they followed all of Chrysler s diagnostic procedures. SA states that they charged the battery and have not had any other issues with the vehicle.

Customer has requested his case manager contact him back at [REDACTED]  
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66134. The reason for the customer contact was to provide or request the following information:  
Regarding repair satisfaction

Briefly summarize why the customer is contacting Chrysler: customer calling Chrysler about a callback he is suppose to receive about a repair on his vehicle.

Briefly summarize what the customer is expecting: Customer is seeking a reason to no call back. Customer was explaining issues with his battery and the dealership statement when the call was lost. Agent called back to customer at [REDACTED] no answer, answer machine is not active. Agent tried secondary number [REDACTED] no answer. Agent left a message to customer to contact CAC again and use the extension 66134 to speak to his CM KT378

Customer called in seeking an update, agent transferred to Case Management line (800-763-8422)

Customer calls to speak with their Case Manager.

Transferred the customer to KT378 at ext 66134.

Customer declined to provide a second phone number.

Customer contacted writer. Writer updated customer per lines 38-43.

Customer stated the vehicle has gone into battery saver mode twice.

Customer stated the vehicle stutters for 5 secs and shuts down. Customer stated vehicle power steering lock and brakes lock. Customer stated his vehicle has been there for 5 day. Customer stated the vehicle may need a deep cycle battery or new alternator. Customer stated he wants to pick vehicle up today and if we cannot fix it, he will be trading it in.

Writer stated she will be doing some further research and contact the customer back.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66134

The reason for the dealer contact was to provide or request the following information: Is there anything else we can do for the customer?

Has the battery been charged before?

SM Dave contacted writer. SM stated they have tested Mic tronics tester.

SM stated battery passes. SM stated the recall has been completed. SM has not found any history on the battery being replaced. SM stated customer may be parking vehicle for a long period time. Writer will follow up with customer.

Owner calling want to know what is going on, with the diagnosis.

Owner stated he does not want this vehicle if is not resolved.

Agent transferred owner to Cm KT378 to assist.

Customer contacted writer. Writer advised customer the DLR was unable to duplicate concern. Customer stated vehicle is not safe to drive. Customer stated he is not driving vehicle. Customer stated he would like vehicle towed to his house. Writer will contact DLR.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66134

The reason for the dealer contact was to provide or request the following information: Towing vehicle

Writer contacted customer. Writer stated we left SM a message regarding the towing of the vehicle. Writer stated we will attempt to reach service

tomorrow morning regarding towing.

Customer is contacting Chrysler to speak to his case manager. Agent transferred customer to ext 66134 for further assistance.

Customer called in trying to reach CM.

Agent provided customer with CM phone number and EXT. Agent transferred customer to CM.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66134

The reason for the dealer contact was to provide or request the following information: Regarding towing and possibly involving star.

Customer contacted writer and left voice message stating they have picked vehicle up.

Writer contacted customer. Customer stated he took his vehicle back to the DLR. Customer stated Both dlr stated the alternator is not big enough. Customer stated alternator give off 11.6 and the battery needs atleast 16. Writer stated she will be contacting DLR regarding diagnosis and possibly involving star.

Writer contacted DLR at 610-253-3521 and spoke with SM Dave. SM stated the vehicle is currently at the dealership. SM stated in order to turn message off on the vehicle, the vehicle needs to be driven at least 8 hours. SM stated there has been a Star case open in the past regarding this concern. Writer provided SM writers email for Star case information. Writer will follow up with DLR on Monday 08/11.

Writer contacted customer [REDACTED]. Writer was not able to leave voice message.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66134

The reason for the dealer contact was to provide or request the following information: Vehicle status

SM Dave contacted writer and left message stated the drive cycle was complete. SM stated tester failed battery and they were able to get the vehicle repaired. SM stated the lights are off and everything is working fine. SM stated customer retrieved vehicle on Friday.

Writer attempted to contact customer. Writer was not able to leave message.

Writer attempted to contact customer at [REDACTED]. Writer not able to leave message.

Writer contacted customer. Customer stated they replaced the alternator and the battery. Customer stated he will be trading vehicle. Customer stated this is just a quick fix. Customer alleges this will be happening again in 2 years. Writer apologized for any inconvenience. Writer advised customer case will be closed. Customer agreed.

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

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |                         |                              |               |                                      |            |
|----------------------|-------------------------|------------------------------|---------------|--------------------------------------|------------|
| <b>VIN</b>           | 2C3CDXBG5 CH [REDACTED] | <b>Open Date</b>             | 07/31/2014    | <b>Built Date</b>                    | 02/28/2012 |
| <b>Model Year</b>    | 2012                    | <b>Body</b>                  | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |            |
| <b>In Service Dt</b> | 04/16/2012              | <b>Mileage</b>               | 19,000        | <b>Dealer Zone</b>                   | 63 DALLAS  |
| <b>Plant</b>         | H                       | BRAMPTON ASSEMBLY PLANT      | <b>Market</b> | U                                    | US         |
| <b>Color</b>         | PX8                     | BLACK CLEAR COAT             |               |                                      |            |
| <b>Engine</b>        | ERB                     | 3.6L V6 24V VVT ENGINE       |               |                                      |            |
| <b>Transmission</b>  | DFG                     | 8-SPD AUTO 8HP45 TRANS (BUY) |               |                                      |            |

|                |                      |                     |               |
|----------------|----------------------|---------------------|---------------|
| <b>Owner</b>   | [REDACTED]           | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b> | [REDACTED]           | <b>Home Phone</b>   | [REDACTED]    |
|                | LAWTON OK [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                    |
|---------------------------------------------------------------------------|--------------------|
| Dealer - Parts - Transaction - Parts N/A / Backordered - Default          | Back ordered part  |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Battery saver mode |
| Dealer - By-Pass - Default - Default - Default                            |                    |

Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance with back order part.  
 Customer states that the vehicle is showing it is in battery saver mode.  
 Customer states that the dealer needs an alternator.  
 Customer states that the dealership told them that the part is on back order and that the vehicle may stop working and leave them stranded.  
 Writer provided customer with contact information for Roadside towing.  
 Briefly summarize what the customer is expecting: Customer expects vehicle repaired.  
 Writer contacted (Lawton 45468) and spoke with (PA Justin).  
 (PA Justin) stated part information for order is as follows:  
 Part #:RI801779AG  
 Part Description:alternator  
 Order #:307311  
 ETA:unknown  
 Is customer in rental?no  
 If yes, who authorized rental?  
 Is the vehicle off road?No  
 Order type: (Special Handling)  
 Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.  
 If an update is received sooner, customer will be contacted sooner.  
 Assigned case to 96W (Parts Only)  
 Customer email [REDACTED]  
 \*\*\*\*\*96W TRIAGE TEAM\*\*\*\*\*  
 \*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*  
 PART NUMBER: RL801779AG  
 ORDER NUMBER: 307311  
 UPS TRACKING# 1Z8000390320382057  
 UPS shipping label has been created  
 ASSIGN TO: AD1180  
 \*\*\*\*\*END OF TRIAGE\*\*\*\*\*  
 Per UPS tracking #1Z8000390320382057 part delivered 08/05/2014 at 9:52 A.M. signed by Griffith.  
 \*\*\*\*\*96W PARTS UPDATE \*\*\*\*\*  
 CM called dealer at 580-357-2277 and spoke with PA-Ethan. CM inquired if part was received. PA stated yes and was thanked for assisting Dodge.  
 \*\*\*\*\*END OF UPDATE \*\*\*\*\*  
 \*\*\*\*\*96W PARTS UPDATE \*\*\*\*\*  
 CM called customer at [REDACTED] and received voicemail. CM left

message advising the part has been received at the dealer and customer should be receiving a call from dealer to schedule appointment for repair. Customer was thanked for choosing Dodge.

\*\*\*\*\*END OF UPDATE \*\*\*\*\*

Briefly summarize why the customer is contacting Chrysler: Customer states that she had an appointment with the DLR for today. Customer states that when she came for her appointment the DLR informed her that they had a vehicle in the shop that was from out of town and more important than her vehicle. Customer states that she would like to know if they would be able to get a rental vehicle since the DLR is informing her that they may not be able to get the vehicle repaired today.

Briefly summarize what the customer is expecting: Customer is seeking to complain about the DLR and seeking a rental vehicle.

Agent was looking into the customer s records. Customer disconnected. Agent attempted to contact the customer twice. Customer did not answer. Customer called for rental while her vehicle is being repaired. Customer stated the part needed to repair her vehicle was on back order. Customer stated she received a call from her CM letting her know the part was delivered to the dealer so they called and it was confirmed the part had arrived and could bring the vehicle in today at 8 am. Customer stated when she arrived this morning she was advised by a few people at the dealership that they have no idea what she is talking about and no schedule was setup. Customer stated she finally was able to speak with someone that was able to verify the part did come in but they have a customer from out of town that has priority and need to do that customer first.

Agent called the dealer and spoke with SM Richard to look into D-11-53 rental coverage for the customer due to the circumstances. SM stated all the dealership loaner vehicles are out due to the backordered part situation but was willing to call Enterprise. SM stated he would discuss the situation with the customer.

Agent advised the customer to work with SM Richard who was tracking down a vehicle for her.

---



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

[REDACTED]

|                       |                               |                                  |                  |                                      |                     |               |
|-----------------------|-------------------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG3                     | CH [REDACTED]                    | <b>Open Date</b> | 08/01/2014                           | <b>Built Date</b>   | 02/16/2012    |
| <b>Model Year</b>     | 2012                          | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 02/16/2012                    | <b>Mileage</b>                   | 48,000           | <b>Dealer Zone</b>                   | 66                  | ORLANDO       |
| <b>Plant</b>          | H                             | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PW7                           | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                           | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                           | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 43654                         | JERRY ULM DODGE CHRYSLER JEEP    |                  |                                      |                     |               |
| <b>Dealer Address</b> | 2966 NORTH DALE MABRY HIGHWAY |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | TAMPA                         | <b>Dealer State</b>              | FL               | <b>Dealer Zip</b>                    | 33607               |               |
| <b>Owner</b>          | [REDACTED]                    |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                    |                                  |                  |                                      | <b>Home Phone</b>   |               |
|                       | RUSKIN FL [REDACTED]          |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                           |                                     |
|---------------------------------------------------------------------------|-------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer needed a new alternator    |
| Product - Electrical - Battery - Defective - Default                      | customer had to replace the battery |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she had issues with her alternator. Customer stated he had to pay for a battery because the battery got drained by the alternator. Customer stated it is going to cost over \$1000 to get the alternator replaced. Customer stated that she knows there is investigations going on with the vehicles for the alternators keep failing. Agent advised the customer that there is no recalls on the vehicle at this time. Agent advised the customer that she can document her complaint and to keep all her receipts because if Chrysler does issue a recall or ext warranty she can submit for possible reimbursement. Agent put customer on hold to look into this further and customer disconnected. Briefly summarize what the customer is expecting: Customer is expecting to document that her alternator went out on her vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to say that she was just talking to a agent when she got disconnected. Customer stated that she needs a new alternator and was wondering if it was a recall.

Briefly summarize what the customer is expecting: Customer is expecting to find out if the alternator is on a recall.

Customer is calling to say that she needed to replace the battery and the alternator on her vehicle. Customer stated that on NHTSA there was an investigation on the alternator because so many vehicles are involved. Customer was wondering if there was a recall on the alternator. Agent advised customer that at this time there is no recalls on the vehicle for the alternator. Agent advised customer that if a recall becomes available on the vehicle then all affected vehicles will receive a recall notice. Agent advised customer that at that time she may submit her documentation and receipts for possible reimbursement.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                      |            |                                    |                  |                                      |                   |            |
|----------------------|------------|------------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG8  | BH [REDACTED]                      | <b>Open Date</b> | 08/01/2014                           | <b>Built Date</b> | 01/06/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/24/2011 | <b>Mileage</b>                     | 39,000           | <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>        | 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>   |               |
|                | BROWNWOOD TX [REDACTED] | <b>Country</b>      | UNITED STATES |

Corporate - Complaint Contact - Default - Default - Default | alternator problem

Customer contacted Chrysler to say that she called the dealer for an update on her vehicle and was rudely treated by SM Jamie. Agent attempted to contact the dealership @ 325-643-2616 and SM was on a call and agent was advised to call back. Customer was inquiring about the alternator on her vehicle being bad and she wanted to know if recall P08 could have caused the alternator to go out. Agent informed the customer that he would contact the dealer and call back

Reason for Dealer Contact: Customer was treated rudely and is seeking information on her repair from the service manager  
Dealer Code: 60371

Dealer Personnel Required: Service Manager Jamie  
Customer s Preferred Method of Contact: phone  
Customer Phone Number (Morning) [REDACTED]  
Customer Phone Number (Evening) [REDACTED]  
Customer Email address: declined

Reason for assigning to Resolution Team: could not get in touch with the service manager  
Assigned to 86T

Customer contacting back in regards to her case. Customer states that she was treated badly by the the SM at the dlr. Agent contacted dlr and spoke to SM Jaime in regards to what had happened. SM states that the customer was screaming and not cooperating. SM states that they have the vehicle diagnosed today and they need to put a new alternator in the vehicle before they can do any other repair because they are scared that there could be other damage that they don t want to make worse. SM states that the alternator is in bad enough shape that it could catch fire.

Alternator quoted at \$1017.88. Agent informed customer that her complaint would be documented about the dlr. Customer inquired on getting rental and cost assistance for the repair. Agent spoke to SM in regards to assistance but she declined and agent informed customer that at this time no assistance can be provided for the repair or rental/

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

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

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

[REDACTED]

|                       |                       |                                  |                  |                                       |                     |                         |
|-----------------------|-----------------------|----------------------------------|------------------|---------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CM5CT8             | BH [REDACTED]                    | <b>Open Date</b> | 08/02/2014                            | <b>Built Date</b>   | 01/26/2011              |
| <b>Model Year</b>     | 2011                  | <b>Body</b>                      | LDEP48           | DODGE CHARGER R/T AWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 03/07/2011            | <b>Mileage</b>                   | 500              | <b>Dealer Zone</b>                    | 70                  |                         |
| <b>Plant</b>          | H                     | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                     | US                  |                         |
| <b>Color</b>          | PBV                   | BLACKBERRY PEARL COAT            |                  |                                       |                     |                         |
| <b>Engine</b>         | EZH                   | 5.7L V8 HEMI MDS VVT ENGINE      |                  |                                       |                     |                         |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                       |                     |                         |
| <b>Dealer</b>         | 66802                 | ADVANTAGE DODGE-CHRY-JEEP        |                  |                                       |                     |                         |
| <b>Dealer Address</b> | 3200 EAST MAIN STREET |                                  |                  |                                       |                     |                         |
| <b>Dealer City</b>    | FARMINGTON            |                                  |                  | <b>Dealer State</b>                   | NM                  | <b>Dealer Zip</b> 87402 |
| <b>Owner</b>          | [REDACTED]            |                                  |                  |                                       | <b>Contact Type</b> | ROADSIDE                |
| <b>Address</b>        | [REDACTED]            |                                  |                  |                                       | <b>Home Phone</b>   |                         |
|                       | FARMINGTON NM null    |                                  |                  |                                       | <b>Country</b>      | UNITED STATES           |

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-08-02  
Road Side File Created 08-02-14 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
6161 E MAIN ST 3200 EAST MAIN STREET  
LYLE AVE  
FARMINGTON FARMINGTON  
NM USA NM  
ALTERNATOR ALMOST CAUGHT ON FIRE//,SP REQUEST WHEE  
DEALER CODE : 66802 ADVANTAGE DODGE-CHRY-JEEP

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

[REDACTED]

|                      |            |                                    |                  |                                       |                   |            |
|----------------------|------------|------------------------------------|------------------|---------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL5CT2  | BH [REDACTED]                      | <b>Open Date</b> | 08/02/2014                            | <b>Built Date</b> | 01/19/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                        | LDDP48           | DODGE CHARGER R/T RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 02/16/2011 | <b>Mileage</b>                     | 40,000           | <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>        | EZH        | 5.7L V8 HEMI MDS 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]    |
|                | AUSTIN TX [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                 |
|---------------------------------------------------------------------------|---------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Alternator needs to be replaced |
| Corporate - Survey By-Pass - No Response - Default - Default              |                                 |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because the vehicle had the alternator replaced 2 months ago. Customer states that the vehicle started smoking from under the hood while driving. Customer states that the alternator and battery needed to be replaced. Customer states that his wife was driving and smoke started to come from underneath the hood. Customer states that the alternator needs to be replaced again. Customer states that the vehicle is being towed to Nyle Maxwell CJDR. Customer states that the vehicle also has a rough idle. Customer states that the vehicle starts jumping and when travelling uphill the vehicle will bog down. Customer states that he has brought this to the DLR attention 3 times and is advised that it is a vehicle characteristic.

Briefly summarize what the customer is expecting: Customer is expecting to file a complaint.

Agent advised customer that the complaint was documented. Agent provided customer with case number. Agent advised customer that the case would be escalated for further handling.

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? vehicle being towed to DLR 45463  
 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

customer called in for an update. Agent informed customer the file has been sent for review and he will be contacted by the CM. Customer will call back if he has not heard anything by 08/07/14

\*\*\*\*\* CASE MANAGEMENT - District UÜ \*\*\*\*\*

Service Dealer:45463

Owned: New 0 / Used 1

Out of Warranty: Expired (Time)

Service Contracts :The vehicle has no active Service Contracts

Writer contacted the DLR 45463 on 512-219-3634. Writer spoke with the SM Marvin who informed writer its the end of the day to call back tomorrow.

Writer contacted the customer on [REDACTED].however, customer was not available.Writer left message for a return call at 800-673-8422 extension 66258. The reason for the customer contact was to provide or request the following information: to speak with the customer on his vehicle repairs

Writer informed the customer writer will follow up on 08/13



Writer contacted the DLR and spoke with SA Nick who informed writer the vehicle is not at the DLR and there is no open RO on the vehicle. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66258. The reason for the customer contact was to provide or request the following information: To follow up on when the customer will bring the vehicle into the DLR. Writer contacted the DLR 45463 on 512-219-3634. Writer spoke with the receptionist who informed writer the Sm and SA are all unavailable. Writer will call back on Friday 08/15

Writer contacted the dealership and the Service Manager is not available. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66258. The reason for the customer contact was to provide or request the following information: Writer wanted to follow up with the Customer to receive an update on the vehicle.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at 800-763-8422 extension 66258. The reason for the customer contact was to provide or request the following information: Writer wanted to follow up with the Customer to receive an update on the vehicle

Status update provided via email to the following email address:

Dear [REDACTED]

Case # [REDACTED]

VIN: 2B3CL5C12BH [REDACTED]

Vehicle Description: 2011 DODGE CHARGER R/T RWD FOUR DOOR SEDAN

Hello, my name is Jacqui and I have been assigned as your case manager.

This email is confirmation that your case was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [REDACTED] within the one business day as promised. My office hours are 10:00AM 6:00PM (Eastern Time). My contact information is 800-763-8422 EXT 66258. If your preferred telephone number mentioned above isn't correct, please reply with the correction. (Please ignore the system generated message below).

End of Status Update

Agent attempted to contact customer on [REDACTED], however, customer was not available. Writer was unable to leave a message for a return call.

The reason for the customer contact was to inform the customer the case will be closed as there has been no response

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Jacqui and I have been assigned as your case manager.

I have made multiple attempts to reach you but without success.

I reviewed the details of your case and was calling to speak with you regarding the vehicle, However I will be closing the case due to no contact. If you have any further issues with the vehicle please contact the dealership and your Customer Care number which is

800-4ADODGE/800-423-6343.

End of Status Update

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

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1  | BH [REDACTED]                    | <b>Open Date</b> | 08/02/2014                           | <b>Built Date</b> | 03/07/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/31/2011 | <b>Mileage</b>                   | 66,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE 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]    |
|                | DECATUR GA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                           |                                        |
|---------------------------------------------------------------------------|----------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | Customer states that alternator failed |
|---------------------------------------------------------------------------|----------------------------------------|

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking warranty information for vehicle.  
 Briefly summarize what the customer is expecting: Customer expecting information.  
 Customer states that alternator died in vehicle.  
 Customer states that she has been having issues with vehicle since she purchased it in May.  
 Writer advised customer that the basic warranty had expired by time however there was still powertrain warranty left.  
 Customer understood.  
 Customer seeking to have the battery replace under warranty. Customer stated that she was advised by CAC that this is a warranty component however this is false. Agent stated she has a open recall that would need to be completed at a Chrysler dlr. Customer was upset and disconnected the line.  
 Customer called seeking assistance on her reparis, customer thought she had reached a corporate contact number. Customer stated she has had issues with the alternator, battery rotors, required an alignment and with the fob. Customer stated she isnt even sure what the dealer has told her needs replaced on that it will cost her roughly \$1,000. Agent advised the customer the electrical components are covered under the basic warranty. Agent advised given her mileage the warranty is expired, apologized as we are unable to assist with the cost of the repair. Agent reviewed ac 22330 and confirmed the customer is 0 of 5 for the matrix.



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

[REDACTED]

|                       |                        |                                  |                  |                                      |                     |                   |       |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------|-------|
| <b>VIN</b>            | 2B3CL3CG0              | BH [REDACTED]                    | <b>Open Date</b> | 08/04/2014                           | <b>Built Date</b>   | 02/24/2011        |       |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                   |       |
| <b>In Service Dt</b>  | 11/01/2011             | <b>Mileage</b>                   | 35,773           | <b>Dealer Zone</b>                   | 63                  | DALLAS            |       |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                   |       |
| <b>Color</b>          | PW7                    | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                   |       |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                   |       |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                   |       |
| <b>Dealer</b>         | 45286                  | LITHIA DODGE OF CORPUS CHRISTI   |                  |                                      |                     |                   |       |
| <b>Dealer Address</b> | 4313 S STAPLES ST      |                                  |                  |                                      |                     |                   |       |
| <b>Dealer City</b>    | CORPUS CHRISTI         |                                  |                  | <b>Dealer State</b>                  | TX                  | <b>Dealer Zip</b> | 78411 |
| <b>Owner</b>          | [REDACTED]             |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE         |       |
| <b>Address</b>        | [REDACTED]             |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]        |       |
|                       | BURLESON TX [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES     |       |

|                                                                                  |                                  |
|----------------------------------------------------------------------------------|----------------------------------|
| Corporate - Product Information - Default - Default - Default                    | Caller seeking Service Contracts |
| Corporate - CNA Change - Default - Default - Default                             | Error with Name on Vehicle       |
| Product - Drivability - Unknown - No Start - Default                             | No Start                         |
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management |                                  |
| Dealer - Service/Body Shop - Transaction - Other - Default                       |                                  |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall                   |                                  |

Briefly summarize why the customer is contacting Chrysler:

Customer Fred is calling in as he just had his vehicle towed yesterday to the Lithia DLR.

Roadside case number # [REDACTED]

Briefly summarize what the customer is expecting:

Caller wants the other person's name taken off his vehicle.

-

Agent spoke to SA Daniel in the Service Department and he stated that the mileage was 10,057 miles and he said that the SA is Celeste and she is just out for lunch.

SA Daniel said the vehicle has not been diagnosed yet.

Caller [REDACTED] is the first owner and his wife is [REDACTED]

Agent transferred caller to the Roadside line as he had a question as to why the Tow Truck Driver made him pay \$40.00

Agent called Roadside 817 696 5946 and spoke to Denise and warm transferred caller on the line for further assistance.

Vehicle is at the dealership with a no start.

Vehicle needs diagnosis.

Customer is contacting Chrysler to see if he can get a rental. Customer states that his vehicle is at DLR 45286 for a warranty repair, but the part will not be available until 08/11/2014. Customer was 400 miles from home and has had to hitchhike home because DLR would not give customer a rental car. Customer is seeking a rental while the vehicle is at DLR waiting for repairs to be completed.

Writer contacted Lithia, DLR # 45286 and spoke with SM or SA Tommy.

(SM or SA name) stated part information for order is as follows:

Part #: r1801779ag

Part Description: alternator

Order #: 0804c1

ETA: 08/05/2014

Is customer in rental? NO

If yes, who authorized rental? Is the vehicle off road? YES

Order type: Daily

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.

Customer s preferred contact # [REDACTED]

Customer s email: [REDACTED]

Assigned case to (88F) for handling.

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

Original Owner, Yes

Within Warranties

Household

2, New

1, Used

Service Contracts

None

Status update provided via email to the following email address:

[REDACTED]  
Hello, my name is Claudia and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [REDACTED]. My office hours are 8:00 AM 4:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 66051. If your preferred telephone number mentioned above isn't correct, please reply with the correction (please ignore the system generated message below).

End of Status Update

TSB bulleting in regards customer s concern 08-016-11

Writer called dealer, phone number dialed 361-992-8000.

Agent attempted to contact dealer Service Manager (SM) Bill, however, SM not available. Left message for a return call at extension 66051

The reason for the dealer contact was to provide or request the following information: requesting an update and advised about TSB 08-016-11.

Writer called customer, phone number dialed [REDACTED] Writer spoke with [REDACTED] stated that they were in a trip and the alternator quit working on 8/2 while driving and there was a heavy smoke and smell. [REDACTED] stated that she called roadside assistance and she paid a storage fee so RSA will tow the vehicle on Monday morning to Lithia. Customer stated that she called Lithia later on Monday and left many calls and no one return her calls. Customer stated that when she got hold of someone at the dealer she was advised that the vehicle wasn't there. Customer stated that her husband and customer went to the dealership and they were looking for the vehicle in the parting lot. Customer stated that when they found the vehicle and have to prove to the dealership that it was their vehicle they have the vehicle under a different name. Customer stated that after they found the vehicle she was advised that they will call her in regards the vehicle, and they went back to the hotel and no one call them back. Customer stated that she talked to Service Advisor Celeste and she was very rude and did not have any customer service, and she was advised by SA that the alternator was in back order and they it will take a week to get there. Customer stated that she went back to the dealership on 8/5 to talk to them. Customer stated that she asked SA to get rental so she could get back home because they did not have money to keep paying for the hotel. Customer stated that she told to the SA that she had a doctor s appointment to get to because she is 8 months pregnant and SA was rude and stated that there was nothing that they could do and it was not their problem. Customer stated that she talked to Service Manager (SM) Bill and that did not showed any empathy and was advised again that they will not help because it was not their problem. Customer stated that her and her husband left dealer and they hitchhike to get back home. Customer stated that she left many messages to General Manager Mike and he did not return the call until later. Customer stated that she was advised by GM that there was nothing that they could do. Customer stated that she was advised by GM that he will call her back and she has not heard from him. Customer stated that 4 hour after they arrive home and 2 hours after she spoke



with SM and GM she received a call from SA Celeste stating that her vehicle was ready to pick up. Customer stated that she asked why she was not advised 4 hours ago that vehicle will be ready today, customer stated that SA stated that it ready with sarcasm and disconnected the call. Customer stated that she call back SM Bill and he stated that they pull some strings to get the alternator from a different State and that he will have the vehicle ready and for the inconvenience he will the vehicle with full tank gas. Customer stated that this dealer has the worse customer service and that will like to submit a complaint. Customer stated that she does not know how to get back the vehicle when they don t another vehicle. Writer advised to that if customer pays for rental writer will reimburse, customer stated that she does not have money to pay for rental. Customer stated that she called her causing and she will bring the vehicle back no until Sunday night. Writer advised that writer will provide with a contract for the inconvenience OWNER CARE CONVENIENCE PACKAGESM OC3448, and advised that it covers trip interruption. Customer verified address and stated that this will be the last Dodge she purchased, customer stated that she loves dodge but she does not want to go thru that again. Writer apologized and advised that writer will follow up with dealer and customer no later then 8/11, to make verified repairs. Writer also advised about the open recall, customer stated that the mechanic at the dealership advised her that he will repair the recall. Writer called dealer, phone number dialed 361-992-8000. Agent attempted to contact dealer Service Manager (SM), however, SM Bill not available. Left message for a return call at extension 66051 The reason for the dealer contact was to provide or request the following information: Requesting an update Status update provided via email to the following email address:

Hello [REDACTED]

This is Claudia, I advised a follow up call on 8/11. Please allow me to follow up with you no later then 8/13. Sorry for this inconvenience, Claudia

End of Status Update

Writer called dealer, phone number dialed 361-992-8000. Writer spoke with Assistance Service Advisor Barbara, Barbara stated that the vehicle was repaired yesterday 8/13/14 and dealer replaced the battery and alternator. Barbara also stated that the recall P08 was done and the miles 35773.

Was the customer in a rental? No,

Did the customer have a co-pay? No

What is the RO #? 607965

Does the SM have the CAIR #? If no, provide it.

Review and Confirm the DM Notes with the SM while on the phone.

Does the SM have everything needed from Customer Care to process the claim?

Writer called customer, phone number dialed 817-320-8916. Writer spoke with [REDACTED] and advised lines 134-138. [REDACTED] stated that the vehicle was picked up on 8/8, writer apologized for the misinformation and asked about the repairs, [REDACTED] stated that his vehicle is working fine and he had no other issues. Writer advised that the contract has been submitted and advised that case will get close and customer agreed, writer also advised that recall was completed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

All of the customer s concerns as documented in the reason codes have been addressed with the customer.

OC3448 Contract created. Contract number is 39129162.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG4  | BH [REDACTED]                    | <b>Open Date</b> | 08/10/2014                           | <b>Built Date</b> | 01/31/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 05/31/2011 | <b>Mileage</b>                   | 27,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PSC        | BILLET METALLIC 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> | E-MAIL        |
| <b>Address</b> | [REDACTED]               | <b>Home Phone</b>   | [REDACTED]    |
|                | BOCA RATON FL [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                        |                                            |
|------------------------------------------------------------------------|--------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default  | Alternator replaced, seeking reimbursement |
| Product - Electrical - Battery - Intermittent or Inoperative - Default | Battery replaced. Seeking reimbursement.   |
| Corporate - Survey By-Pass - No Response - Default - Default           |                                            |

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

ALTERNATOR &amp; BATTERY

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

2011 DODGE CHARGER. BOTH JUST REPLACED A CONSIDERABLE COST. SAW NOTICE OF PROBLEM FOR OVER 11,000 CHARGERS. REFUND OPTIONS?

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

Dear [REDACTED],

Thank you for contacting the Dodge Customer Assistance Center.

We regret to hear the concerns you have experienced with the battery and alternator. We would like to review your request further, can you please provide the dealership name and location who did the repairs?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Eileen

Customer Service Representative

Dodge Customer Assistance Center

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

Reassigned to SJ372 for survey bypass, no response from customer.



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

[REDACTED]

|                       |                        |                                  |                  |                                      |                   |            |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG7              | BH [REDACTED]                    | <b>Open Date</b> | 08/04/2014                           | <b>Built Date</b> | 03/15/2011 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 03/30/2011             | <b>Mileage</b>                   | 66,721           | <b>Dealer Zone</b>                   | 51                | CHICAGO    |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PDM                    | TUNGSTEN METALLIC CLEAR COAT     |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 45126                  | PARK PLAZA DODGE                 |                  |                                      |                   |            |
| <b>Dealer Address</b> | 7911 W. 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>                    | [REDACTED]        |            |
|                       | CHICAGO IL [REDACTED]  |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                            |                    |
|----------------------------------------------------------------------------|--------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default      | Alternator failed. |
| Service Contract - New Contract Coverage - Maintenance - Unknown - Default | ECUS24N            |
| Corporate - E-Reimbursement - Default - Default - Default                  |                    |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall             |                    |

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having issues with the vehicle. Customer states that he would like to have customer states that the battery light keeps coming. Customer states that the battery light came on, the check engine light came on, the ABS light came on, and the ESC light came on. Customer states that the alternator went on the vehicle. Customer states the vehicle was smoking and that he was informed that if he was that if he had continued to drive the vehicle it would have caught fire. Customer states that he is getting very frustrated with the fact that the vehicle seems to always to be breaking down.

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

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [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? 45126

HAWK CHRYSLER DODGE JEEP

Reassigned to 88F unresolved electrical issues.

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

OOW Basic Time March 30, 2014 Expired (Time) and miles 29,000

In Warranty Powertrain 20 Months or 35,000 Miles

MVP OWNER CARE CONVENIENCE PACKAGE 24 MONTHS

0 New 3 Used

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Shaunna, and I have been assigned as your case manager.

This email is confirmation that your case, [REDACTED], was successfully

escalated to me. After I review the details of your case, I will be

calling you at your preferred number, [REDACTED], within the one



business day as promised. My office hours are 7:30 am 4:00 (Mountain Time). My contact information is 800-763-8422 Ext. 66284. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.

End of Status Update

CUSTOMER - contacted CM and reported issues with vehicle repairs and third party warranty not covering all of the repairs \$260 and was concerned with repeated repairs for the vehicle. CM will follow up with dealer to research issues and status of repairs.

DEALER - CM contacted SA Sam and he reported customer has a third party contact that does not cover all of the repairs, which is related to the PCM and TIPM module. Miles at the time of service is 66,721.

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

[REDACTED] on 2014-08-05 @ 13:44

CUSTOMER - CM offered customer a one-time goodwill reimbursement for \$260 related to the TPM and PCM modules repairs or to pay the \$260 or a ELEC4. Customer choose reimbursement. CM reviewed benefits of Chrysler service contracts and third party warranty contracts, along with how goodwill consideration may be requested in the future. CM send customer a document like and will follow with customer on 8/7/14 for status of reimbursement. CM inquired if all issues and concerns have been resolved and when reimbursement is sent if all expectations have been met. Customer reported yes and thanked CM.

CUSTOMER inquired if faxed documents had been received and CM informed customer the faster option was the document link and faxes taken 2-3 days to be added to customer file. CM will follow up with customer on 8/8/14 for status of faxed docs.

CUSTOMER reported sensor battery saver mode was on when customer got into vehicle early in the day and reported is still having same issues. While on the phone customer got into his vehicle and light was now off. CM also reported recall information to customer and to follow up with dealer to ensure if it was done at the last visit, if not to schedule an appointment sometime in the future to get it repaired, along with having dealer check the sensor if it because a concern. CM will follow up on 8/8/14 for status of documents for reimbursement.

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

ad1021@chrysler.com on 2014-08-06 @ 16:51

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

What has the customer requested? Reimbursement for \$260.00 because of known issues with PCM and TIPM defectives.

If this is a Recall or Extended Warranty, enter the campaign number. no

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

no

Enter the Mileage at the time of the repair. 66,725

Enter the Date when the repairs were completed. 8/5/14

What is the total cost of the Parts to be reimbursed? \$260.00

What is the total cost of the Labor to be reimbursed? 0

What is the total tax to be reimbursed? 0

What is the total amount being reimbursed? \$260.00

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]  
[REDACTED]  
[REDACTED]  
CHICAGO, IL-[REDACTED]

CUSTOMER - CM informed customer of receiving documents for reimbursement and will submit for approval. Customer inquired about waiting for check so he could have oil changed. CM offered customer ECUS24N to help build customer satisfaction and once SC is added reimbursement could be processed and case would be closed. CM inquired if all expectations and issues have been met and resolved and customer reported yes. CM will follow up with customer once SC is added.

CUSTOMER contacted CM and inquired if check and SC was added and approved. CM review process again with customer on SC being added and then check once approved would be submitted and case closed. CM will follow up with status on 8/14/14 for SC and check approval.

ECUS24N Contract created. Contract number is 36629700.

Check approved.

CUSTOMER [REDACTED]

Reported SC added and check was approved and would be submitted today,  
and case would be closed.  
Customer reported expectations have been met and all issue addressed.  
CLOSED LOOP UPDATE - no need for additional follow-up.

---

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

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG0  | BH [REDACTED]                    | <b>Open Date</b> | 08/04/2014                           | <b>Built Date</b> | 02/10/2011 |
| <b>Model Year</b>    | 2011       | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 03/12/2011 | <b>Mileage</b>                   | 47,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PW7        | BRIGHT WHITE CLEAR COAT          |                  |                                      |                   |            |
| <b>Engine</b>        | ERB        | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>  | DGJ        | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |

|               |       |                              |
|---------------|-------|------------------------------|
| <b>Dealer</b> | 68487 | BREVARD CHRY-PLYM-DODGE-JEEP |
|---------------|-------|------------------------------|

|                       |                 |  |
|-----------------------|-----------------|--|
| <b>Dealer Address</b> | 5600 SOUTH US 1 |  |
|-----------------------|-----------------|--|

|                    |            |                     |    |                   |       |
|--------------------|------------|---------------------|----|-------------------|-------|
| <b>Dealer City</b> | TITUSVILLE | <b>Dealer State</b> | FL | <b>Dealer Zip</b> | 32780 |
|--------------------|------------|---------------------|----|-------------------|-------|

|              |            |                     |           |
|--------------|------------|---------------------|-----------|
| <b>Owner</b> | [REDACTED] | <b>Contact Type</b> | TELEPHONE |
|--------------|------------|---------------------|-----------|

|                |            |                   |  |
|----------------|------------|-------------------|--|
| <b>Address</b> | [REDACTED] | <b>Home Phone</b> |  |
|----------------|------------|-------------------|--|

|                     |                |               |
|---------------------|----------------|---------------|
| VIERA FL [REDACTED] | <b>Country</b> | UNITED STATES |
|---------------------|----------------|---------------|

|                                                                           |          |
|---------------------------------------------------------------------------|----------|
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default | replaced |
| Product - Electrical - Battery - Complete Failure - Default               | replaced |

Briefly summarize why the customer is contacting Chrysler:

Customer has over a \$900 charge for battery and alternator. Warranty just expired on March 12 2014, at 36000. Current mileage is 47000. Customer asking for assistance as feels is a very loyal dodge customer. Customer has purchased 4 new cars and two used cars. With matrix adjustment for dlr assistance is March 12 2016 60000, well below requirements to meet matrix.

Agent tried to speak to service manager to ask for assistance as customer meets dlr matrix. Mike Service manager was not available, and probably will return in about 10 minutes. Agent could not wait for return. Agent informed customer that if they cannot get assistance to call back for further processes to be attempted.

Briefly summarize what the customer is expecting:assistance

Customer called back in, stating she has the SM with her. Agent spoke with SA Mike, and SA Mike stated that they can do a deductible for customer of \$300 + the price of the battery. Agent spoke with Customer, and customer agreed. Customer thanked agent. And needed no further assistance at this time.

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

[REDACTED]

|                       |                          |                                  |                  |                                       |                     |               |
|-----------------------|--------------------------|----------------------------------|------------------|---------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2B3CM5CT8                | BH [REDACTED]                    | <b>Open Date</b> | 08/05/2014                            | <b>Built Date</b>   | 01/26/2011    |
| <b>Model Year</b>     | 2011                     | <b>Body</b>                      | LDEP48           | DODGE CHARGER R/T AWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 03/07/2011               | <b>Mileage</b>                   | 27,455           | <b>Dealer Zone</b>                    | 70                  |               |
| <b>Plant</b>          | H                        | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                     | US                  |               |
| <b>Color</b>          | PBV                      | BLACKBERRY PEARL COAT            |                  |                                       |                     |               |
| <b>Engine</b>         | EZH                      | 5.7L V8 HEMI MDS VVT ENGINE      |                  |                                       |                     |               |
| <b>Transmission</b>   | DGJ                      | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                       |                     |               |
| <b>Dealer</b>         | 66802                    | ADVANTAGE DODGE-CHRY-JEEP        |                  |                                       |                     |               |
| <b>Dealer Address</b> | 3200 EAST MAIN STREET    |                                  |                  |                                       |                     |               |
| <b>Dealer City</b>    | FARMINGTON               | <b>Dealer State</b>              | NM               | <b>Dealer Zip</b>                     | 87402               |               |
| <b>Owner</b>          | CAVE, ROD D              |                                  |                  |                                       | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]               |                                  |                  |                                       | <b>Home Phone</b>   | [REDACTED]    |
|                       | FARMINGTON NM [REDACTED] |                                  |                  |                                       | <b>Country</b>      | UNITED STATES |

|                                                                       |                                                          |
|-----------------------------------------------------------------------|----------------------------------------------------------|
| Corporate - E-Reimbursement - Default - Default - Default             | Reimbursement for \$525.97 for 1 month's vehicle payment |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | alternator shorted out                                   |

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle had been parked for a couple of days and on 08/01/14 his wife took the vehicle for a drive parked the vehicle for about 2 hours, customer states that his wife started up the vehicle and was driving when the alternator shorted out and burned underneath the hood. Customer states that they had the vehicle towed to the dealership and was told that the issue was the alternator shorted out. Agent contacted dealership 66802 and spoke to SM Mike May and he states that it is an internal failure in the alternator, Mike states that the fire stayed internal to alternator. Mike states that the dealership put customer into a rental vehicle but will be providing the customer with a truck tonight. Mike states hat when the alternator is replaced with run extensive tests on the vehicle to make sure there is no other issue that might have contributed to the alternator shorting out. Mike states that there is an extensive history of electrical issues, Mike states that the customer is concerned for his families safety and that they are good customer s.

Briefly summarize what the customer is expecting: Customer wants a buy out and does not feel his family is safe in the vehicle. Called dealership Dealership 66802 to confirm details of diagnosis. Asked for Service Manager Mike May. Spoke with Service Manager Mike May.

What is the diagnosis? internal failure of the alternator  
 Is the concern a result of misuse/abuse/lack of maintenance? No  
 Could the customer have caused/prevented concern? No  
 Is the concern related to age and mileage? No  
 Is vehicle maintained? Yes  
 What is the general condition of the vehicle? Good  
 Have there been any previous related repairs? Yes  
 Have there been a previous out-of-pocket repairs?  
 What is the estimated cost of the repair? Covered under warranty  
 When could it be completed? no date yet  
 Has this customer been provided assistance previously? Yes



Customer advised a call back is required and will take place within one business day by COB their time  
Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED]  
Customer email address for case updates: [REDACTED]  
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealership  
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes  
If a CDJ dealer has diagnosed, what is the dealer name or code? 66802  
Reassigned to 88F

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

OOW: Basic by 5 months

MVP: DWA570N

History: 1 new. 2 used

Status update provided via email to the following email address:

[REDACTED]  
Hello, my name is Britton and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [REDACTED], Friday. My office hours are 8:00AM 4:30PM (Mountain Time). My contact information is 800.763.8422 EXT 66098. If your preferred telephone number mentioned above isn't correct, please reply with the correction. (please ignore the system generated message below).

End of Status Update

Customer called and transferred to 800.763.8422 EXT 66098.

Customer left voicemail for writer requesting callback.

Writer contacted customer. Customer states they are not sure what is going on in vehicle. Writer advise they will contact the dealership and give customer a callback. Customer agreed.

Writer contacted dealership and spoke with SA Hector. SA informed writer that alternator is being replaced and they need to have it installed on the vehicle to see what they can do about any other issues. SA states the alternator should reach the dealership today and installed today. SA states that customer is in a loaner vehicle. Writer will contact customer with information. SA advised they will callback with mileage. Writer agreed.

Is there any damage to the vehicle? none

Actual/accurate mileage? 27,000. Cannot be confirmed because alternator is out on the vehicle.

Is the vehicle leased or purchased? Purchased

Name of lender: Animas Credit Union

Is the customer in a rental right now? Customer is in loaner vehicle

Is this vehicle used as a personal vehicle or for a business? Personal

Are there any modifications to this vehicle? none

If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? 24241 - MOREHART MURPHY REGIONAL AUTO

Writer contacted customer. Writer advise per lines 63-65. Customer states they want a buyback because the vehicle is not safe. Writer offered customer 1 month s vehicle payment to continue trying to repair the vehicle. Customer advised they would like to move forward. Writer asked questions and will follow-up with customer Friday for current vehicle status. Customer agreed.

Customer called stating that the dealership is wanting him to pick his vehicle up and customer states he does not know what to do and would like to speak with his case manager writer contacted his case manager and got customer over for further assistance.

Customer contacted writer requesting what to do as the dealership is requesting the loaner. Writer advised they will contact dealership tomorrow. Customer agreed.

Customer contacted writer requesting an update on loaner. Writer will contact dealership.

Writer attempted to contact dealership. Writer left message for SA Hector and is waiting for callback.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66098. The reason for the customer contact was to provide or request the following information:

Writer trying to make contact regarding loaner. Writer advised they will follow-up tomorrow to try to make contact.

Customer contacted writer. Customer requested an update from the dealership. Writer advised they have not been able to contact the



dealership quite yet today. Writer will callback customer. Customer agreed.

\*\*\*\*\*Review complete, returned for repair resolution\*\*\*\*\*

Customer contacted writer. Writer advised customer that their case has come back for a repair resolution. Writer advised they will get in contact with the dealership as the customer states the vehicle has been at the dealership about 30 times. Writer will contact dealership and callback customer. Customer states the vehicle is at the dealership and customer is in loaner.

Writer contacted dealership and spoke with SA Hector. SA informed writer that vehicle has been invoiced and is ready for pick-up. Writer requested to know if the alternator has been replaced before. SA looked at history and states it has not. Writer will get in contact with customer. Writer left message for SM Mike and is waiting for callback.

Writer contacted customer. Writer advised per lines 113-117. Customer states they will get lawyers involved. Writer advised it will be their decision. Writer advised they will try to get in contact with the SM again. Customer requested compensation for the vehicle being out for so long. Writer offered customer 1 month s vehicle payment. Customer accepted and will get information Thursday. Writer will follow-up with customer Thursday with information from SM Mike. Customer agreed. Customer contacted writer. Writer provided FAX information and will follow-up Friday. Customer agreed.

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

lv162@chrysler.com on 2014-08-14 @ 09:49

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

Customer contacted writer. Customer requested an update on the reimbursement. Writer advised they have looked at the documents, but need a loan statement stating how much the customer needs to pay each month. Customer is frustrated with situation and states they were told by writer they would get reimbursement for 2 vehicle payments. Writer advised it was not in the notes, but considering issue and customer satisfaction, writer advised they will go ahead and do 2 vehicle payments. Writer advised they do have the information on the 2nd payment in the documents as well. Writer advised they will follow-up with customer Wednesday. Customer agreed.

Customer Document Reviewed.

Writer contacted dealership and spoke with SA Aliessa. SA informed writer that vehicle was picked up 8/14/14 at 27462. Writer will contact customer Wednesday.

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

lv162@chrysler.com on 2014-08-19 @ 13:16

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

lv162@chrysler.com on 2014-08-19 @ 14:40

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

Customer Document Reviewed.

Status update provided via email to the following email address:

████████████████████  
Hello, this is Britton from Dodge Customer Care. Per your request of why your your vehicle was not replaced is not information that I have access to. You are welcome to refer to your blue and white handbook that came with the owners manual in your vehicle. Thanks.

End of Status Update

Customer contacted writer requesting an update on documents. Writer advised they will only be reimbursing 1 vehicle payment. Customer understands. Writer confirmed address and name and will be reimbursing \$525.97. Customer agreed and does not have any other concerns. Writer advised at this time their case will close. Customer agreed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

All of the customer s concerns as documented in the reason codes have been addressed with the customer.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for 1 month s vehicle payment.

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

no

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

no

Enter the Mileage at the time of the repair.

27462

Enter the Date when the repairs were completed.

8/14/14

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

n/a

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

n/a

What is the total Tax to be reimbursed?

n/a

What is the total amount being reimbursed?

\$525.97

\*\*\*\*End structured narrative T2 - eReimbursement

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]

FARMINGTON, NM-

[REDACTED]  
Okay to proceed with check process.

---

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                   |               |                                      |               |
|-----------------------|-------------------------|-----------------------------------|---------------|--------------------------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG9 CH [REDACTED] | <b>Open Date</b>                  | 08/05/2014    | <b>Built Date</b>                    | 10/18/2011    |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                       | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |               |
| <b>In Service Dt</b>  | 02/11/2012              | <b>Mileage</b>                    | 39,600        | <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>         | ERB                     | 3.6L V6 24V VVT 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>                 | [REDACTED]    |                                      |               |
|                       | PASADENA MD [REDACTED]  | <b>Country</b>                    | UNITED STATES |                                      |               |

|                                                                       |                                              |
|-----------------------------------------------------------------------|----------------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default | Customer states an issue with the alternator |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default         |                                              |

Briefly summarize why the customer is contacting: Customer is calling in stating an issue with the alternator.

Briefly summarize what the customer is expecting: Customer is expecting information and assistance with the alternator issue. Customer states that the alternator went bad that it completely burnt and the battery was drained. Agent advised the customer of the extended warranty for the 3.6L left cylinder head. Agent also advised the customer of the recall on the vehicle for the P08 head lamp wiring, agent outlined the issue as to why the recall was issued. Customer states he s been experiencing the same issues. Agent advised the customer that due to the issue he s having with the alternator the dealership needs to be contacted. Agent advised to contact Dodge back during the dealerships hours of operation. Agent provided the customer with the case number to contact back. The customer called back for information. The agent advised the customer that he needs to get the vehicle to a dealership for a diagnosis then call us and we could possibly work with the dealership for some cost assistance if required. The customer stated he would get his car insurance coverage to have the vehicle towed when he got off work. customer called in to inquire about the alternator issue he is having and to request cost assistace with the repair. Agent researched and informed customer as per VIP his basic warranty has expired by mileage. Agent informed customer there is an active Max Care Service Contract on his file and transferred customer to Service Contracts.

Reassigned to NC603 for survey bypass: No diagnosis

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

[REDACTED]

|                      |             |                                  |                  |                                      |                   |            |
|----------------------|-------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2B3CL3CG1BH | [REDACTED]                       | <b>Open Date</b> | 08/06/2014                           | <b>Built Date</b> | 06/15/2011 |
| <b>Model Year</b>    | 2011        | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 09/29/2011  | <b>Mileage</b>                   | 50,447           | <b>Dealer Zone</b>                   | 63                | DALLAS     |
| <b>Plant</b>         | H           | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PVG         | TOXIC ORANGE PEARL 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]    |
|                | ALEXANDRIA LA [REDACTED] | <b>Country</b>      | UNITED STATES |

Product - Unknown - Unknown - No Start - Default

Vehicle died last night unknown why.

Briefly summarize why the customer is contacting Chrysler: Customer states that she is having issues with the vehicle. Customer states that she bought a battery and the DLR and AutoZone both informed the customer to continue to drive the vehicle to charge the battery. Customer stated that the vehicle died and that she had to have the vehicle towed back to the DLR. Customer states that she is getting very frustrated with this issue.

Briefly summarize what the customer is expecting: Customer is seeking to get out of the vehicle

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? 45486 ALL

STAR DODGE CHRYSLER JEEP RAM

Reassigned to 88F for unresolved issue.

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

OOW (Which): Expired (Odometer)

MVP (Active or expired): None

Ownership history: 1 New 0 used

Writer contacted dealership spoke with SA Yvonne. SA stated that customer's vehicle was towed to dealership and customer stated to dealership to not diagnosis customer's vehicle. Customer then advised dealership on 08/06/14 to look into customer's vehicle, SA advised that dealership is busy and it probably won't be diagnosed until 08/12/14, Writer advised that writer would follow up with dealership for diagnosis on 08/13/14, SA agreed.

Writer contacted customer and customer advised that customer has been having issues with her vehicle for the last 3 years, and customer's vehicle has been into the dealership 26 times in those three years. Customer stated that the issues customer is having at this time is customer bought a battery for customer vehicle on 08/05/14 and after ten min of driving vehicle lights were flickering on dash board and vehicle shut down. Customer had vehicle towed to dealership. Writer advised that writer would do further research with updated information and follow up with customer on 08/13/14, customer agreed. Writer provided customer with contact information.

Writer contacted dealership spoke with SA Yvonne. SA stated that customer's vehicle was repaired and completed on 08/12/14. SA provided writer with a recap of what was done on customer's vehicle which was the

alternator was replaced, repairs were done under extended warranty and customer has a \$109.00 deductible that customer is aware of. SA stated that dealership has contacted customer 2-3 times and has been unable to reach customer. SA provided writer with update mileage of 50447. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66004. The reason for the customer contact was to provide or request the following information: To provided customer with updated information writer received from dealership lines 41-47. Writer advsied that customer need to pick vehicle up from dealership and pay deductible and if writer did not hear back from customer by 08/15/14, writer will close customer s case. CLOSED LOOP UPDATE - no need for additional follow-up.

---



**Customer Assistance Inquiry Record (CAIR)#**

[REDACTED]

|                       |                           |                                  |                  |                                      |                     |                         |
|-----------------------|---------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG0                 | BH [REDACTED]                    | <b>Open Date</b> | 08/06/2014                           | <b>Built Date</b>   | 01/18/2011              |
| <b>Model Year</b>     | 2011                      | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 03/07/2011                | <b>Mileage</b>                   | 61,950           | <b>Dealer Zone</b>                   | 51                  | CHICAGO                 |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PW7                       | BRIGHT WHITE CLEAR COAT          |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                       | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 45126                     | PARK PLAZA DODGE                 |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 7911 W. 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>   | [REDACTED]              |
|                       | HAZEL CREST IL [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

Product - Electrical - Alternator/Voltage Regulator - Other - Default

Customer feels the alternator is failing.

Briefly summarize why the customer is contacting Chrysler:

Customer inquiring if alternator is covered under warranty.

Briefly summarize what the customer is expecting:

Customer states he received a warning that the vehicle was going into battery saving mode. Customer feels he is having alternator issues. Agent advised the alternator is under basic which has expired due to time.

Agent recommended to have vehicle diagnosed by DLR to verify the issue.

**Customer Assistance Inquiry Record (CAIR)#**

[REDACTED]

|                       |                        |                                  |                  |                                      |                   |            |
|-----------------------|------------------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>            | 2B3CL3CG6              | BH [REDACTED]                    | <b>Open Date</b> | 08/07/2014                           | <b>Built Date</b> | 04/21/2011 |
| <b>Model Year</b>     | 2011                   | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b>  | 04/27/2011             | <b>Mileage</b>                   | 35,000           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>          | H                      | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>          | PVG                    | TOXIC ORANGE PEARL COAT          |                  |                                      |                   |            |
| <b>Engine</b>         | ERB                    | 3.6L V6 24V VVT ENGINE           |                  |                                      |                   |            |
| <b>Transmission</b>   | DGJ                    | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                   |            |
| <b>Dealer</b>         | 42631                  | LANDMARK DODGE CHRYSLER JEEP     |                  |                                      |                   |            |
| <b>Dealer Address</b> | 6850 MOUNT ZION BLVD   |                                  |                  |                                      |                   |            |
| <b>Dealer City</b>    | MORROW                 | <b>Dealer State</b>              | GA               | <b>Dealer Zip</b>                    | 30260             |            |
| <b>Owner</b>          | [REDACTED]             |                                  |                  | <b>Contact Type</b>                  | TELEPHONE         |            |
| <b>Address</b>        | [REDACTED]             |                                  |                  | <b>Home Phone</b>                    |                   |            |
|                       | LITHONIA GA [REDACTED] |                                  |                  | <b>Country</b>                       | UNITED STATES     |            |

|                                                                               |                                    |
|-------------------------------------------------------------------------------|------------------------------------|
| Product - Electrical - Alternator/Voltage Regulator - Other - Default         | states she believes her alternator |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default                 |                                    |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Advise Owner/Incomplete Recall |                                    |
| Recall - P08: HEADLAMP WIRING - Advise Owner/Incomplete Recall                |                                    |

Briefly summarize why the customer is contacting Chrysler: customer states ABS light came on and traction light, customer states there was smoke coming from bottom of the vehicle

Customer states vehicle is currently at the dealership to have the concern diagnosed.

Briefly summarize what the customer is expecting: customer seeking recall information

Agent advised customer of recalls on vehicle and advised her basic warranty has expired.

**Customer Assistance Inquiry Record (CAIR)#**

[REDACTED]

|                       |                       |                                  |                  |                                      |                     |               |
|-----------------------|-----------------------|----------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG1             | CH [REDACTED]                    | <b>Open Date</b> | 08/08/2014                           | <b>Built Date</b>   | 10/14/2011    |
| <b>Model Year</b>     | 2012                  | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 04/11/2012            | <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>          | PX8                   | BLACK CLEAR COAT                 |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                   | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |               |
| <b>Transmission</b>   | DGJ                   | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |               |
| <b>Dealer</b>         | 60206                 | LAMPE DODGE CHRYSLER JEEP OF     | TULARE           |                                      |                     |               |
| <b>Dealer Address</b> | 1950 S BLACKSTONE ST  |                                  |                  |                                      |                     |               |
| <b>Dealer City</b>    | TULARE                | <b>Dealer State</b>              | CA               | <b>Dealer Zip</b>                    | 93274               |               |
| <b>Owner</b>          | [REDACTED]            |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]            |                                  |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | HANFORD CA [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                            |  |
|----------------------------------------------------------------------------|--|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default              |  |
| Product - Electrical - Alternator/Voltage Regulator - Overheated - Default |  |
| Recall - N07: SEAT WIRING HARNESS CONNECTORS - Information Request         |  |
| Recall - P08: HEADLAMP WIRING - Information Request                        |  |

Escalation Override approved by SJ372 due to low vehicle age and customer is the original owner.

Briefly summarize why the customer is contacting Chrysler: Customer states that the lights on his dashboard came on. Customer states that he opened the hood and smoke poured from the alternator. Customer is aware of the recalls on his vehicle however the dealership does not offer weekend shuttle service and he cannot visit the dealership in the business week.

Briefly summarize what the customer is expecting: Possible cost assistance

Agent advised customer to seek a diagnosis from a CDJR Dealership and to call back at that time to further review case. Customer understands and will attempt to bring vehicle to dealership today.

Reassigned to JR1305 no diagnosis

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |               |                                      |               |
|-----------------------|-------------------------|----------------------------------|---------------|--------------------------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG9 CH [REDACTED] | <b>Open Date</b>                 | 08/09/2014    | <b>Built Date</b>                    | 02/07/2012    |
| <b>Model Year</b>     | 2012                    | <b>Body</b>                      | LDDM48        | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |               |
| <b>In Service Dt</b>  | 02/08/2012              | <b>Mileage</b>                   | 50,000        | <b>Dealer Zone</b>                   | 35 WASHINGTON |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b> | U                                    | US            |
| <b>Color</b>          | PX8                     | BLACK CLEAR COAT                 |               |                                      |               |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT 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 - Electrical - Unknown - Other - Default                               | 'Battery Saver Mode' unresolved           |
| Product - Unknown - Unknown - Hesitation/No Power - Default                    | Electrical components shut down in motion |
| Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default |                                           |

Briefly summarize why the customer is contacting Chrysler:

The customer contacted Chrysler Dodge because they had an electrical concern. The customer would shutdown while in motion. The vehicle often displayed 'Battery Saver Mode'. The DLR stated that it the alternator was the issue. The customer spent \$700.00 to replace it. The issue is not unresolved as the 'Battery Saver Mode' as returned.

Briefly summarize what the customer is expecting:

The customer is seeking assistance.

Agent advised the customer to have an appointment set with their DLR and then to contact us (supplied CAIR number), to advise us of when the appointment is for. Agent will escalate when appropriate to have case handled by CM for further assistance due to unresolved concern.

Customer calling to speak with CASE manager, agent transferred back to CAIR.

Briefly summarize why the customer is contacting Chrysler: Customer states that he was told by Tyler to make an appointment at the dealership and to call back with the information. Customer states that he made the appointment at THOMPSON CHRYSLER DODGE JEEP 43026 (410-288-3100 and it is scheduled for 08/15/14 at 9:15 am.

Reason for Dealer Contact: Agent unable to escalate without customer phone number. Agent seeking contact number from DLR.

Dealer Code: 43026

Dealer Name: THOMPSON CHRYSLER DODGE JEEP

Dealer Personnel Required: SA / SM

Agent contacted Thompson Chrysler (43026) and spoke with Service Advisor Jim. He confirmed that the customer does have an appointment set up and advised that the customer s contact information is as follows:

Primary number: [REDACTED]

Secondary number: [REDACTED]

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? 43026

THOMPSON CHRYSLER DODGE JEEP

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Reassigned to: 88F - unresolved

\*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*

OOW: Basic 14,000 miles

MVP: n/a

Ownership history: Used: 1

Writer called [REDACTED] SA Jim could not find anything in his system regarding this vehicle.

Writer called [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information:

Is Thompsons your dealership, have appointment scheduled?

Writer called [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information:

What dealership are you going to?

Writer called [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information:

What dealership are you working with?

Writer called [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information:

Advised customer case will close if no contact by 08/29/14.

CLOSED LOOP UPDATE - no need for additional follow-up.

---



**Customer Assistance Inquiry Record (CAIR)#**

[REDACTED]

|                      |            |                                  |                  |                                      |                   |            |
|----------------------|------------|----------------------------------|------------------|--------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C3CDXBG7  | CH [REDACTED]                    | <b>Open Date</b> | 08/11/2014                           | <b>Built Date</b> | 11/22/2011 |
| <b>Model Year</b>    | 2012       | <b>Body</b>                      | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                   |            |
| <b>In Service Dt</b> | 12/01/2011 | <b>Mileage</b>                   | 51,200           | <b>Dealer Zone</b>                   | 66                | ORLANDO    |
| <b>Plant</b>         | H          | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                |            |
| <b>Color</b>         | PDM        | TUNGSTEN METALLIC 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]    |
|                | CENTERVILLE GA [REDACTED] | <b>Country</b>      | UNITED STATES |

|                                                                            |                                                    |
|----------------------------------------------------------------------------|----------------------------------------------------|
| Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default | Customer seeks cost assistance for vehicle repair. |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default  | Customer seeks repair assistance for alternator.   |
| Product - Electrical - Battery - Defective - Default                       | Customer seeks repair assistance for battery.      |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to seek repair assistance for alternator, to seek repair assistance for battery, and to seek cost assistance for vehicle repairs.

Briefly summarize what the customer is expecting: Customer is expecting to receive repair assistance for alternator, to receive repair assistance for battery, and to receive cost assistance for vehicle repairs.

Customer states vehicle lost power completely on freeway. Customer states vehicle is at DLR #60438 and was diagnosed to need alternator and battery replacement. Customer states needing to head to work and unable to stay for agent to contact dealership and escalate case. Customer states will be taking vehicle to IRF for repair instead.

Agent advised customer to submit documentation following vehicle s repair for possible reimbursement related to warranty on vehicle. Agent advised customer of fax contact number and case number for further future assistance.

Briefly summarize why the customer is contacting Chrysler: Customer states he was advised to submit his receipts for repairs completed to have reimbursement considered.

Briefly summarize what the customer is expecting: Customer seeking confirmation on what documents to submit. Customer asked if he needed to submit towing receipts as well as receipts for repair.

Agent confirmed and advised Customer that it could take up to 60 days for consideration for reimbursement once we have received all his documents. Customer claims he was advised by previous Agent that it would only take 2 weeks for consideration.

Agent apologized to Customer for the misinformation but assure Customer that it would take up to 60 days.

Agent advised Customer that if he has not heard back from Chrysler or received reimbursement after the 60 days, to feel free to contact us back so we can look into it further.

Customer understood.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

[REDACTED] on 2014-08-15 @ 07:41

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he can not fax the information. Customer states that the fax will not work. Agent verified the fax number, and customer states that is what he has and it is not working. Agent offered document

request link, customer provided different email than what was on file.

Agent advised up to 60 days to process a reimbursement.

Briefly summarize what the customer is expecting: To be able to send in documentation.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Customer wanted to know if information has been received.

Agent advised that documentation has been received and to allow 60 days for processing.

If additional information is needed, he will be contacted.

Customer contacted back stating that they need the reimbursement now.

Agent advised customer that it is a 60 day process for reimbursement.

Customer stated that this was unacceptable and wanted to speak to a supervisor. Agent advised customer that the supervisor will say the same thing. Customer disconnected.

Customer states he is going to seek legal advice today. Customer would like to speak to a manager to speed up the process of reimbursement.

Agent advised a one day call back.

Agent advised customer it takes up to 60 days to process the request

Customer called to see if there has been any updated information on his case. Agent advised customer that at this time there is no updated information on his reimbursement. Agent advised customer that we have received the documentation and it dose take up to 60 days for reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer contacting for an update on reimbursement.

Briefly summarize what the customer is expecting: Customer expecting an update.

Agent advised customer there is no updates at the moment, documentation was received please wait 60 days for processing.

Customer contacted Chrysler because they would like to seek an update on there reimbursement request. Agent advised customer that the review can take up to 60 days and it is still under review. Customer asked to know how the review is going. Agent advised customer that we do not have that information as of yet. Customer understood and thanked the writer for the information.

Customer called in stating that he is having issues with his ignition switch. Customer states that it takes roughly 5 minutes or longer to start his vehicle. Customer seeking recall information and reimbursement status.

Writer advised that there are no recalls on his vehicle and to have his vehicle diagnosed by a dealership.

Customer asked about his reimbursement status.

Writer advised from the date his information is received it takes a minimum of 60 days to review.

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                         |                                  |                  |                                      |                     |                         |
|-----------------------|-------------------------|----------------------------------|------------------|--------------------------------------|---------------------|-------------------------|
| <b>VIN</b>            | 2B3CL3CG3               | BH [REDACTED]                    | <b>Open Date</b> | 08/11/2014                           | <b>Built Date</b>   | 03/04/2011              |
| <b>Model Year</b>     | 2011                    | <b>Body</b>                      | LDDM48           | DODGE CHARGER SE RWD FOUR DOOR SEDAN |                     |                         |
| <b>In Service Dt</b>  | 03/14/2011              | <b>Mileage</b>                   | 45,028           | <b>Dealer Zone</b>                   | 42                  | DETROIT                 |
| <b>Plant</b>          | H                       | BRAMPTON ASSEMBLY PLANT          | <b>Market</b>    | U                                    | US                  |                         |
| <b>Color</b>          | PSC                     | BILLET METALLIC CLEAR COAT       |                  |                                      |                     |                         |
| <b>Engine</b>         | ERB                     | 3.6L V6 24V VVT ENGINE           |                  |                                      |                     |                         |
| <b>Transmission</b>   | DGJ                     | 5-SPEED AUTO W5A580 TRANSMISSION |                  |                                      |                     |                         |
| <b>Dealer</b>         | 49983                   | MAROONE DODGE % CARTEMPS         |                  |                                      |                     |                         |
| <b>Dealer Address</b> | 8600 PINES BOULEVARD    |                                  |                  |                                      |                     |                         |
| <b>Dealer City</b>    | PEMBROKE PINES          |                                  |                  | <b>Dealer State</b>                  | FL                  | <b>Dealer Zip</b> 33024 |
| <b>Owner</b>          | [REDACTED]              |                                  |                  |                                      | <b>Contact Type</b> | TELEPHONE               |
| <b>Address</b>        | [REDACTED]              |                                  |                  |                                      | <b>Home Phone</b>   |                         |
|                       | MCALESTER OK [REDACTED] |                                  |                  |                                      | <b>Country</b>      | UNITED STATES           |

|                                                                       |  |
|-----------------------------------------------------------------------|--|
| Dealer - By-Pass - Default - Default - Default                        |  |
| Product - Electrical - Alternator/Voltage Regulator - Other - Default |  |

CM received call from customer seeking to know if alternator is recalled. CM explained that at this time, it is not. Customer is upset that at 45000 miles, alternator has smoked and stopped working. CM apologized and stated CM could get customer to Dodge Customer Advocate for possible assistance with the repair. CM transferred customer to JB2110. Briefly summarize why the customer is contacting Chrysler: Customer states that she is calling in because she was seeking further information on the alternator that is the issue with the vehicle. The customer didn't want to work with the servicing dealership any longer either (Riverside Autoplex 916 So. George Nigh Expressway McAlester, OK 74501 (918) 423-2288). Briefly summarize what the customer is expecting: Agetn advised that another local dealership could be found but that the customer would then need to have another diagnosis performed and then it would possibly seeing if the new dealership would cover the cost since its within dealer parameters. The customer is going to see if an IRF will do the replacement since the repair is covered under basic warranty, which she is out of.



**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

|                       |                           |                                    |                  |                                      |                     |               |
|-----------------------|---------------------------|------------------------------------|------------------|--------------------------------------|---------------------|---------------|
| <b>VIN</b>            | 2C3CDXBG8                 | CH [REDACTED]                      | <b>Open Date</b> | 08/12/2014                           | <b>Built Date</b>   | 04/17/2012    |
| <b>Model Year</b>     | 2012                      | <b>Body</b>                        | LDDM48           | DODGE CHARGER V6 RWD FOUR DOOR SEDAN |                     |               |
| <b>In Service Dt</b>  | 06/11/2012                | <b>Mileage</b>                     | 50,000           | <b>Dealer Zone</b>                   | 63                  | DALLAS        |
| <b>Plant</b>          | H                         | BRAMPTON ASSEMBLY PLANT            | <b>Market</b>    | U                                    | US                  |               |
| <b>Color</b>          | PDM                       | TUNGSTEN METALLIC CLEAR COAT       |                  |                                      |                     |               |
| <b>Engine</b>         | ERB                       | 3.6L V6 24V VVT ENGINE             |                  |                                      |                     |               |
| <b>Transmission</b>   | DFG                       | 8-SPD AUTO 8HP45 TRANS (BUY)       |                  |                                      |                     |               |
| <b>Dealer</b>         | 44565                     | FRANK FLETCHER DODGE-CHRYSLER-JEEP |                  |                                      |                     |               |
| <b>Dealer Address</b> | 5922 WARDEN RD.           |                                    |                  |                                      |                     |               |
| <b>Dealer City</b>    | SHERWOOD                  | <b>Dealer State</b>                | AR               | <b>Dealer Zip</b>                    | 72120               |               |
| <b>Owner</b>          | [REDACTED]                |                                    |                  |                                      | <b>Contact Type</b> | TELEPHONE     |
| <b>Address</b>        | [REDACTED]                |                                    |                  |                                      | <b>Home Phone</b>   | [REDACTED]    |
|                       | LITTLE ROCK AR [REDACTED] |                                    |                  |                                      | <b>Country</b>      | UNITED STATES |

|                                                                           |                                                            |
|---------------------------------------------------------------------------|------------------------------------------------------------|
| Product - Unknown - Unknown - No Start - Default                          | Customer states that she has had a repeated no start issue |
| Product - Electrical - Alternator/Voltage Regulator - Defective - Default |                                                            |

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

\*\*\*\*End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she is having ongoing issues with her vehicle. Customer states that her vehicle will not start. Customer states that her battery keeps draining. Customer states that they have replaced her alternator, battery and stated that there was a cylinder misfire. Customer states that they had her vehicle all day today and the vehicle is still not fixed.

Briefly summarize what the customer is expecting: Customer is expecting cost assistance

Agent researched and did not find a STAR case open on the vehicle. Agent advised customer that we will have to contact the dealership for more information. Agent advised customer that once we have more information we will escalate her file off to our case management department for more assistance.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code? 44565

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*

OOW:14000 miles

Household: 1 New, 0 Used

MVP: None

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66134

The reason for the dealer contact was to provide or request the

following information: Diagnosis, Mileage

Writer attempted to contact customer [REDACTED]. Writer not able to leave voice message.

Writer contacted Service Manager Paul. SM stated he will be replacing the alternator. SM also stated the alternator had an internal failure which caused the battery to fail. SM stated customer is in a loaner vehicle. SM also stated repairs should be completed by today.

Writer contacted customer and updated per lines 37-40. Customer stated the alternator should not be going out. Writer informed customer the DLR will be assisting customer with this issue. Writer provided customer with contact information.

Writer contacted DLR and spoke with Service Advisor Steve. SA stated repairs completed 08/18. SA stated the vehicle is no longer at the DLR.

Writer contacted customer. Writer advised customer we would like to give her a week to drive vehicle before we close case. Customer agreed.

Writer contacted customer at [REDACTED]. Writer inquired about vehicle status. Customer stated the vehicle is driving. Writer advised customer the case will be closing. Customer confirmed.

CLOSED LOOP UPDATE - no need for additional follow-up.

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