RQ14-002
CHRYSLER
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RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Field report

PE and Lease Vehicle Narrative Report

VIN	2D4RN5DX7AR	Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
Built Date	03/29/2010	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT	
Engine	EGQ	4.0L V6 SOHC ENGINE				Serial#		
Transmission	DG2	6-SPEED AUTOM	ATIC 62	TE TRANS	SMISS	Serial#		
Color	PBS	DEEP WATER BL	UE PEAI	RL COAT				

Report Number	AR301243105C053	System Key	187697401	Report Version	1	Open Date	05/20/2011
Close Date		Narrative Date	05/23/2011	Category	Reliability	Mileage	23,040
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPO	RATION	Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	77			Advisor	

Customer Invoice	\$0.00	Warrant Invoice \$0.00		Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 053 Features/Controls/Displays, Ignition-Broken/Not Working. DRIVEN BY SPOUSE IN NEIGHBORHOOD. WHILE DRIVING OVER SMALL BUMP INTO SUBDIVISION, KEY MOVED FROM ON TO ACC ESSORY, SHUTDOWN OF THE ENGINE. ABLE TO RESTART. MAY BE RELATED TO JUST PRIOR REPORT. SCHEDULED FOR QEC, 27 MAY 2011 #DC5N8FESFY.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN	2D4RN5DX7AR	Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
Built Date	03/29/2010	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT	
Engine	EGQ	4.0L V6 SOHC EN	4.0L V6 SOHC ENGINE				1	
Transmission	DG2	6-SPEED AUTOM	IATIC 62	TE TRAN	SMISS	Serial#		
Color	PBS	DEEP WATER BLUE PEARL COAT						

Report Number	AR301243105A135	System Key	187697399	Report Version	1	Open Date	05/20/2011
Close Date		Narrative Date	05/23/2011	Category	Reliability	Mileage	22,973
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION	CHRYSLER CORPORATION		
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	ZZ			Advisor	

Customer Invoice	\$0.00	Warrant Invoice \$0.00		Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 135 Engine/Transmission, Other engine/transmission. DRIVEN BY SPOUSE ON NEIGHBORHOOD ROADS. DURING STEADY DRIVING, POWER LOST TO WHEELS. ENGINE STILL RUNNING AT IDLE. STOP VEHICLE. KEY CYCLE. NO RECURRENCE.

Cause:

Correction:

VEHICLE

Model Year	2010	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON			
VIN	2D4RN4DE0	AR	Built Date	10/07/2009	Mileage	6,200	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP TR	ANSMISSI	ON			
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

GENERAL

Case Ref	10609061	Component Group	18 - VEHICLE PERFORMANCE		
Customer Complaint	DF	DIE OUT / STALLS			
Created	05/03/2010 14:37:44	Ву	T2699JC		
Updated	06/15/2010 11:53:25	Ву	T3842J0		

CONTACT

Dealer	42947	42947 AUTOWEST CHRYSLER JEEP DODGE Phone (916) 781-8100						
Address	200 AUTOM	200 AUTOMALL DR						
City	ROSEVILLE	ROSEVILLE State CA ZIP 9						
Dealer Zone	71	County	PLACER	Country	USA			
Tech	Scott Sant							
STAR	T3842J0							

CUSTOMER CONCERN

Customer concern intermittent die out-will restart.. Technician states No mil No codes-cannot verify concern--customer states key turn key off... replaced Tpim at 5656 miles... No fix..

Updated: 05/03/2010 14:37:44 By T2699JC

RESOLUTION

Star advised tech to look for wiring rub thru by transmission/mounting bracket. Advise tech to check for loss of power, ground or communication to the pcm. Advise tech to check for a shorted 5 volt sensor or circuit. Advise tech to check for raw fuel in the charcoal canister /stuck-binding Esim. Perform RRT's 09-100 and 09-083 retest...

Updated: 05/03/2010 14:37:44 By T2699JC

Customer states now that the key turns itself off at times and the engine shuts off. Tech is unable to verify this. Advised the tech no known cases of this and to try to duplicate if he can. Tech also adds no codes at this time.

Updated: 06/15/2010 11:53:25 By T3842J0

VEHICLE

Model Year	2010	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON				
VIN	2A4RR6DX5	AR	Built Date	02/26/2010	Mileage	15,961		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Engine	EGQ	4.0L V6 SOHC ENGINE						
Transmission	DG2	6-SPEED AUTOMATIC 62TE T	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT						

GENERAL

Case Ref	11260730	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	02/25/2011 16:31:57	Ву	T7002ES
Updated	03/07/2011 11:05:49	Ву	T7002ES

CONTACT

Dealer	52699	SLIMAN'S SALE	S & SERVICE INC	Phone	(440) 988-4485
Address	Address 7498 LEAVITT ROAD				
City	AMHERST	State	ОН	ZIP	44001 2457
Dealer Zone	42	County	LORAIN	Country	USA
Tech	Tom Litz				
STAR	T7002ES				

CUSTOMER CONCERN

stalled one time since october after repair for stalling issue.

Updated: 02/25/2011 16:31:57 By T7002ES

previous repair was 2 pcm's. you could tap on the pcm and it would stall. checked all wires and found no problems with connectors either. could wiggle all wires and had no problems.replaced pcm still would occur. all this is documented as well. replaced pcm again has not had a problem until now when it stalled once. customer even stated that she may have hit the key with her knee.and like i said we have driven vehicle 61 miles with no problems. by the way...have already checked for rub thru at tstat with no problems found. customer not happy with our answer and called crysler on this issue. I would like to set up a data record but have not set it up with the star mobile before. been trying to find instructions, with no luck. could you direct me to the proper area for set up. thanks

Updated: 03/03/2011 16:38:09 By T7002ES

we feel with the win module recall that was just released, is our problem. again one stall since october and the customer said she may have bumped the key.will monitor

Updated: 03/07/2011 10:59:16 By T7002ES

RESOLUTION

Tom, what was the previous repair? Advised to inspect the harness over the t stat housing for rub throughs. Advised possible data recording candidate.

Updated: 02/25/2011 16:31:57 By T7002ES

Tom, from the service tab on Dealer Connect select Wi tech information. All scan tool information is located in that section.

Updated: 03/03/2011 16:38:09 By T7002ES
Tom, be sure to update the case as necessary.
Updated: 03/07/2011 10:59:16 By T7002ES

win module?????

Updated: 03/07/2011 11:05:49 By T7002ES

VEHICLE

Model Year	2010	Body	RTKH53	DODGE GRAND CARAVAN SE WAG		E WAGON
VIN	2D4RN4DE6	AR	Built Date	03/15/2010	Mileage	31,000
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	11271682	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OF	PERATION
Created	03/07/2011 11:34:49	Ву	T5355M0
Updated	03/07/2011 11:34:49	Ву	T5355M0

CONTACT

Dealer	58906	CIRCLE DODGE INC Phone			(732) 477-5555
Address	781 ROUTE 70				
City	BRICK TOWN	State	NJ	ZIP	08723 3458
Dealer Zone	32	County	OCEAN	Country	USA
Tech	Ronald Klimovich				
STAR	T5355M0				

CUSTOMER CONCERN

KEY JUMPS TO ACCESSORY WHEN HITTING BUMP. SAME DESCRIPTION AS THE NOTICE I RECEIVED ABOUT A RECALL COMING OUT. WHAT DO I DO

Updated: 03/07/2011 11:34:49 By T5355M0

RESOLUTION

VEHICLE

Model Year	2010	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
VIN	2A4RR5D11	AR	Built Date	03/17/2010	Mileage	32,976
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	us	
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CL	EAR COAT	-		

GENERAL

Case Ref	11352717	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OF	PERATION
Created	04/27/2011 14:41:58	Ву	T3123TP
Updated	04/28/2011 08:51:17	Ву	T3123TP

CONTACT

Dealer	66072	ROYAL CHRYSLER MOTORS, INC Phone (607) 687-3412				
Address	s 3961 WAVERLY RD					
City	OWEGO	State	NY	ZIP	13827 2841	
Dealer Zone	32	County	TIOGA	Country	USA	
Tech	Brett Nichols		·			
STAR	T3123TP					

CUSTOMER CONCERN

while driving on highway key will shut off this had happened 3 times the customer says he did a google search and found a web site that said chrysler was going to be recalling 2010 vehicles for this exact concern??? http://www.insideline.com/chrysler/chrysler-recalls-248437-2010-vehicles-including-minivans-for-engine-shutoff.html is this true? if so what do i need to do to repair this van

Updated: 04/27/2011 14:41:58 By T3123TP

RESOLUTION

Duplicated: No Repairs and Tests Performed: no codes stored we have not duplicated this concern ourselves customer states has happened 3 time to him TechCONNECT Search: WCM Notified after searcing I could not find any information about a recall for this coming out. Advised the website is not Chrysler approved information. DIr may continue searching & advised on trying to duplicate this in the meantime - Tim P.

Updated: 04/27/2011 14:41:58 By T3123TP NONE PARTS ARE ON BACK ORDER Updated: 04/28/2011 08:51:17 By T3123TP

VEHICLE

Model Year	2010	Body JCDH49 DODGE JOURNEY SE HATCH		TCHBACK		
VIN	3D4PG4FB5	AT	Built Date	01/18/2010	Mileage	23,159
Plant	Т	TOLUCA ASSEMBLY PLANT	Market	U	US	
Engine	ED3	2.4L I4 DOHC 16V DUAL VV	2.4L I4 DOHC 16V DUAL VVT ENGINE			
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	11394236	Compo
Customer Complaint	61	INTERM
Created	05/24/2011 09:39:02	Ву
Updated	12/06/2011 00:15:09	Ву

Component Group	08 - ELECTRICAL			
INTERMITTENT OPERATION				
Ву	T5355M0			
Ву	SYSCAW			

CONTACT

Dealer		Phone
Address		
City	State	ZIP
Dealer Zone	County	Country
Tech		
STAR	T5355M0	

CUSTOMER CONCERN

vehicle stall shut off at high way speed c/s key fob turn to off position on it's own them vehicle stop running at 70 mph no dtc al module all clear

Updated: 05/24/2011 09:39:02 By T5355M0

remove replace win module no accessory's on their key chain, reprogram 2 fob rke verified proper operation test drive vehicle

no problems so far thanks

Updated: 05/25/2011 16:43:59 By T5355M0

RESOLUTION

Updated: 05/24/2011 09:39:02 By T5355M0

Alejandro, keep me posted and keep the case open tell you feel sure it is repaired, Thanks. Mark T.

Updated: 05/25/2011 16:43:59 By T5355M0

replace win module

Updated: 12/06/2011 00:15:10 By SYSCAW

VEHICLE

Model Year	2010	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON				
VIN	2D4RN5D19	AR	Built Date	02/08/2010	Mileage	23,842		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Engine	EGL	3.8L V6 OHV ENGINE						
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION						
Color	PRH	INFERNO RED CRYSTAL PEARL COAT						

GENERAL

Case Ref	11468877	Component Group	08 - ELECTRICAL	
Customer Complaint	DPO	Drops Out		
Created	06/22/2011 12:53:21	Ву	T4855JC	
Updated	06/27/2011 09:14:18	Ву	T4855JC	

CONTACT

Dealer	57901	SHELBY	MOTORS INC	Phone	(217) 352-4273			
Address	1906 MORELAN	1906 MORELAND BLVD						
City	CHAMPAIGN	State	IL	ZIP	61822 1241			
Dealer Zone	51	County	CHAMPAIGN	Country	USA			
Tech	CURT CARTER							
STAR	T4855JC							

CUSTOMER CONCERN

Dies going down road then restarts. *Updated:* 06/22/2011 12:53:21 By T4855JC

RESOLUTION

Dies going down road then restarts. Duplicated: No. Repairs and Tests Performed: test drove and could not duplicate problem TechCONNECT Search: dies on road intermittent -- then restarts OK Curt calls STAR inquiring on possible causes, Also advised that key was touch while driving and the vehicle shut off. Advised to verify wiring and connector to the WIN, If wiring concern then replaced the WIN. Jim

Updated: 06/22/2011 12:53:21 By T4855JC found loose winn module....replaced Updated: 06/27/2011 09:14:18 By T4855JC RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Legal Claims



Service of Process **Transmittal**

11/04/2013

CT Log Number 523819882

TO: Melissa Gravlin

Chrysler Group LLC

Office Of General Counsel, 1000 Chrysler Drive

CIMS: 485-13-62

Auburn Hills, MI 48326-2766

RE: **Process Served in Michigan**

Chrysler Group LLC (Domestic State: DE) FOR:

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: Pltf. vs. Chrysler Group LLC, etc. and Snethkamp, Inc., etc., Dfts.

DOCUMENT(S) SERVED: Attachment(s), Summons and Complaint, Proof of Service, Complaint and Jury

6th Circuit Court, Oakland County, MI Case # 2013137064NZ COURT/AGENCY:

NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - 2010 Chrysler Town & Country,

VIN: 2A4RR6DX6AI

ON WHOM PROCESS WAS SERVED: The Corporation Company, Bingham Farms, MI

DATE AND HOUR OF SERVICE: By Certified Mail on 11/04/2013 postmarked on 10/31/2013

JURISDICTION SERVED: Michigan

APPEARANCE OR ANSWER DUE: Within 28 days

ATTORNEY(S) / SENDER(S): Mark Romano

Romano Stancroff PC 801 West Ann Arbir Trail

Suite 232

Plymouth, MI 48170 734-207-3377

CT has retained the current log, Retain Date: 11/04/2013, Expected Purge Date: 11/09/2013 **ACTION ITEMS:**

Image SOP

The Corporation Company Stephanie Hendrickson SIGNED: PER: ADDRESS: 30600 Telegraph Road

Suite 2345

Bingham Farms, MI 48025-5720

TELEPHONE: 248-646-9033

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse	A. Signature ☐ Agent ☐ Addres
so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits.	B. Received by (*Printed Name). C. Date of Deliv. NOV 8 4 2
1. Article Addressed to:	D. Is delivery address different from item 1? Yes If YES, enter delivery address below:
Chrysler Group LLC	
R/A: The Corporation Company	
30600 Telegraph Road, Ste. 2345	La condentant
Bingham Farms MI 48025	3. Service Type Certified Mail D Express Mail
	☐ Registered ☐ Return Receipt for Merchand ☐ Insured Mail ☐ C.O.D.
	4. Restricted Delivery? (Extra Fee)
2. Article Number 7012 2926 (1000 3364 0832

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Romano Stancroff PC Consumer Protection Attorneys 801 W. Ann Arbor Trail, Ste. 232 Plymouth, MI 48170





Chrysler Group LLC R/A: The Corporation Company 30600 Telegraph Road, Ste. 2345 Bingham Farms MI 48025 This case has been designated as an eFiling case. To review a copy of the Notice of Mandatory eFiling visit www.oakgov.com/clerkrod/efiling.

Approved, SCAO	,		Original - Cou st copy - De		2nd copy - Plaintiff 3rd copy - Return
6th JUDI	IAL DISTRICT	SUMMON	S AND CO	MPLAINT	CASE NO. 2013-137064-NZ
Court address	TY PROBATE		····		
1200 North Telegraph Road,	Pontiac MI 48341				Court telephone no
Plaintiffs name(s), address(es)		·		(Defendant's name(s)	(248) 858-1000
Staci Gassman	Taka talaphone nota	,	V	Chrysler Group LLC R/A: The Corporati 30600 Telegraph Ro Bingham Farms MI	on Company ad, Ste. 2345
Plaintiff's attorney, bar no., add	ress, and telephone r	10.			
You are being sued. YOU HAVE 21 DAYS at or take other lawful act	fter receiving this s ion with the court	summons to file t(28 days if you)	a written vere serve	answer with the co	f Michigan you are notified: urt and serve a copy on the other party served outside this state). (MCR2.111[C] ed against you for the relief demanded
Issued	This summons ex	*	Court clerk		
*This summons is invalid unless		2014		Lisa Brown	
by the plaintiff. Actual allegeramily Division Cases There is no other pending members of the parties.	: The following is in gations and the cla gorresolved action	nformation that in a first for relief must be written the jurism	is required ist be state diction of th	ed on additional comp	every complaint and is to be completed of aint pages and attached to this form. Touit court involving the family or family or family members of the parties has
The action remains	ls no longer	pending.	The docke	t number and the jud	dge assigned to the action are:
Docket no.	***	Judge			Bar no.
A civil action between the been previously filed in The action remains	ese parties or othe	er parties arisir pending	g out of th	e transaction or occi	Carrence as alleged in the complaint. Livence alleged in the complaint has
Docket no.		Judge	•	TO THE COUNTY WILL	Bar no.
				COUNTY	
VENUE Plaintiff(s) residence (Include city Lake Orion, Oakland County Place where action arose or busin Lake Orion, Oakland County	, Michigan less conducted		1	ant(s) residence (include am Farms, Oakland Co	city, township, or village) punty, Michigan
0/31/2013				Mr Roma	ma .
ate			Signatu	ie or attorney/piamin	

If you require special accommodations to use the court because of a disability or if you require a foreign language interpreter to help you fully participate in court proceedings, please contact the court immediately to make arrangements.

Signature

PROOF OF SERVIC	Έ
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SUMMONS AND COMPLAINT Case No.

TO PROCESS SERVER: You are to serve the summons and complaint not later than 91 days from the date of filing or the date of expiration on the order for second summons. You must make and file your return with the court clerk. If you are unable to complete service you must return this original and all copies to the court clerk.

CERTIFICATE/AFFIDAVIT OF SERVICE/NONSERVICE ☐ AFFIDAVIT OF PROCESS SERVER ☐ OFFICER CERTIFICATE OR Being first duly sworn, I state that I am a legally competent I certify that I am a sheriff, deputy sheriff, bailiff, appointed adult who is not a party or an officer of a corporate party, and court officer, or attorney for a party (MCR 2.104[A][2]), and (notarization not required) that: (notarization required) I served personally a copy of the summons and complaint. I served by registered or certified mail (copy of return receipt attached) a copy of the summons and complaint, togetherwith List all documents served with the Summons and Complaint on the defendant(s): Defendant's name Day, date, time Complete address(es) of service I have personally attempted to serve the summons and complaint, together with any attachments, on the following defendant(s) and have been unable to complete service. Day, date, time Defendant's name Complete address(es) of service I declare that the statements above are true to the best of my information, knowledge, and belief. Signature Mileage fee Total fee Service fee Miles traveled \$ Name (type or print) County, Michigan. Subscribed and sworn to before me on Signature: My commission expires: Deputy court clerk/Notary public

I acknowledge that I have received service of the summons and complaint, together with Attachments

On _____On _____On _____On _____On _____On _____On behalf of

This case has been designated as an eFiling case. To review a copy of the

Notice of Mandatory eFiling visit www.oakgov.com/clerkrod/efiling.

STATE OF MICHIGAN

IN THE CIRCUIT COURT FOR THE COUNTY OF OAKLAND

2013-137064-NZ JUDGE DANIEL OBRIEN

Plaintiff,

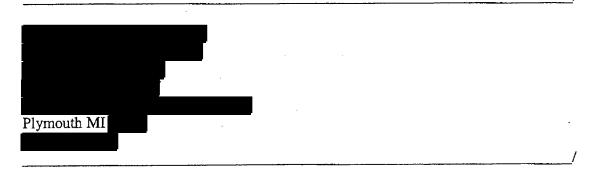
Case No. 13

NZ

VS.

CHRYSLER GROUP LLC, a Delaware Limited Liability Company and SNETHKAMP, INC. d/b/a SNETHKAMP CHRYSLER JEEP, INC., a Michigan Corporation, Jointly and Severally,

Defendants.



There is no other civil action between these parties arising out of the same transaction or occurrence as alleged in this Complaint in this Court, nor has any such action been previously filed and dismissed or transferred after having been assigned to a judge, nor do I know of any other civil action not between these parties, arising out of the same transaction or occurrence as alleged in this Complaint that is either pending or was previously filed and dismissed, transferred or otherwise disposed of after having been assigned to a judge in this Court.

COMPLAINT AND JURY DEMAND

NOW COMES your Plaintiff, by and through her attorneys, ROMANO STANCROFF PC, who complains against the above-named Defendants as follows:

- 1. Plaintiff is a resident of the City of Lake Orion, Oakland County, Michigan.
- 2. Defendant, CHRYSLER GROUP LLC ("CHRYSLER" or "Manufacturer"), is a

Delaware limited liability company authorized to do business in the State of Michigan and, at all

times relevant hereto, was engaged in the manufacture, sale, distribution, and/or importing of CHRYSLER GROUP vehicles and related equipment, with its registered office in the City of Bingham Farms, Oakland County, Michigan.

- 3. Defendant, SNETHKAMP, INC. d/b/a SNETHKAMP CHRYSLER JEEP, INC. ("SNETHKAMP"), is a Michigan corporation authorized to do business in the State of Michigan and was an authorized agent for the Manufacturer, and was engaged in the business of selling and servicing Manufacturer's cars in the City of Redford, Wayne County, Michigan.
- 4. On or about November 2, 2009, Plaintiff purchased a new 2010 Chrysler Town & Country, VIN: 2A4RR6DX6AR148064 ("2010 Town & Country"), from SNETHKAMP which was manufactured by the Manufacturer (a copy of the sales contract is in the possession of Defendants).
- 5. Along with the sale of the 2010 Town & Country Plaintiff received written warranties and other express and implied warranties including, by way of example and not by way of limitation, warranties from CHRYSLER and SNETHKAMP (a copy of the written warranty is in the possession of Defendants).
- 6. Plaintiff has taken the 2010 Town & Country to the Manufacturer's authorized agents/dealers, including SNETHKAMP, on at least eleven (11) separate occasions for repair of various defects in materials and workmanship pursuant to the terms of its warranty.
- 7. This cause of action arises out of Defendants' misrepresentations, various breaches of warranties and violations of statutes as hereinafter alleged.
- 8. The amount in controversy exceeds TWENTY FIVE THOUSAND DOLLARS (\$25,000.00), exclusive of interest and costs, for which Plaintiff seeks judgment against Defendants, together with equitable relief. In addition, Plaintiff seeks damages from Defendants for incidental, consequential, exemplary and actual damages including interest, costs, and actual

attorneys' fees.

COUNT I VIOLATION OF NEW MOTOR VEHICLE WARRANTIES ACT, MCL 257.1401 ET SEQ

- 9. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
- 10. Plaintiff is a "consumer" under the Michigan New Motor Vehicle Warranties Act (hereinafter referred to as "Lemon Law"), MCL 257.1401(a).
 - 11. CHRYSLER is a "manufacturer" under the Lemon Law, MCL 257.1401(b).
- 12. The 2010 Town & Country is a "motor vehicle" under the Lemon Law, MCL 257.1401(d).
- 13. The 2010 Town & Country is a "new motor vehicle" under the Lemon Law, MCL 257.1401(e).
- 14. The express warranty given by Manufacturer, covering the 2010 Town & Country is a "manufacturer's express warranty" under the Lemon Law, MCL 257.1401(c).
- 15. SNETHKAMP is a "new motor vehicle dealer" under the Lemon Law, MCL 257.1401(f).
- 16. Plaintiff's 2010 Town & Country has been subject to a reasonable number of repair attempts for the aforementioned defects:
- (a) Said motor vehicle has been subject to at least four repair attempts by CHRYSLER, through its new motor vehicle dealers; and/or
- (b) Said vehicle was out of service for 30 or more days within the time limit of the Manufacturer's express warranty and within one year from the date of delivery to Plaintiff.
- 17. After notifying CHRYSLER of the aforementioned defects following the third repair attempt and/or 25 days in a repair facility, the Manufacturer was allowed a final repair

attempt.

- 18. CHRYSLER's attempted repair was unsuccessful as the 2010 Town & Country continues to manifest the aforementioned defects.
- 19. The aforementioned defects substantially impair the use or value of the 2010 Town & Country to the Plaintiff and/or prevent the 2010 Town & Country from conforming to CHRYSLER's express warranty.

WHEREFORE, Plaintiff prays for the following relief:

- A. Replacement of the 2010 Town & Country with a comparable replacement motor vehicle currently in production and acceptable to Plaintiff; or
- B. CHRYSLER must accept return of the vehicle and refund to Plaintiff the full purchase price including options or other modifications installed or made by or for manufacturer, the amount of all charges made by or for Manufacturer, towing charges and rental costs. In addition, pursuant to MCL 257.1403(2), the Manufacturer must pay off the balance on the retail installment contract.
- C. Pursuant to MCL 257.1407, Plaintiff is entitled to a sum equal to the aggregate amount of costs and expenses, including attorneys' fees based on actual time expended by Plaintiff's attorney in commencement and prosecution of this action.
 - D. For prejudgment interest.
 - E. For such other and further relief as may be justified in this action.

COUNT II VIOLATION OF THE MOTOR VEHICLE SERVICE AND REPAIR ACT MCL 257.1301, ET SEQ.

- 20. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though fully restated and realleged.
 - 21. SNETHKAMP is a "motor vehicle repair facility" as defined by MCL 257.1302(g)

- 22. SNETHKAMP is subject to the Motor Vehicle Service and Repair Act, MCL 257.1301, et seq.
- 23. SNETHKAMP has engaged or attempted to engage in methods, acts, or practices which were unfair or deceptive under said Act and/or the rules in effect during the relevant time period herein pursuant to MCL 257.1307, 257.1334, 257.1335, 257.1336, and 257.1337; and Michigan Administrative Rules 257.131 through 257.137 including, but not limited to:
- (a) Failing to reveal material facts, the omission of which tends to mislead or deceive the Plaintiff and which facts could not reasonably be known by Plaintiff;
- (b) Allowing Plaintiff to sign an acknowledgment, certificate or other writing which affirms acceptance, delivery, compliance with a requirement of law, or other performance, when the Seller, knows or had reason to know that the statement is not true;
- (c) Failing to promptly restore to the Plaintiff entitled thereto any deposit, down payment, or other payment when a contract is rescinded, canceled, or otherwise terminated in accordance with the terms of the contract or the Act;
- (d) Failing upon return of the 2010 Town & Country to the Plaintiff to give a written statement of repairs to the Plaintiff which discloses:
- (i) Repairs or services performed, including a detailed identification of all parts that were replaced and a specification as to which are new, used, rebuilt, or reconditioned; and
- (ii) A certification that authorized repairs were completely proper or a detailed explanation of an inability to complete repairs properly, to be signed by the owner of the facility or by a person designated by the owner to represent the facility and showing the name of the mechanic who performed the diagnosis and the repair.
 - 24. As a result of SNETHKAMP's actions Plaintiff has suffered damages as set forth in

the preceding Counts and is also entitled to statutory damages and attorneys' fees as provided in the Motor Vehicle Service and Repair Act, specifically MCL 257.1336.

WHEREFORE, Plaintiff prays for a judgment against SNETHKAMP in an amount to be determined by the trier of fact, but to exceed TWENTY FIVE THOUSAND DOLLARS (\$25,000.00), plus double damages and costs and reasonable attorneys' fees, and for such other and further relief as the Court deems appropriate.

COUNT III VIOLATION OF THE MICHIGAN CONSUMER PROTECTION ACT, MCL 445.901 ET SEQ.

- 25. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
 - 26. Plaintiff is a "person" within the meaning of MCL 445.902(c).
- 27. CHRYSLER and SNETHKAMP are engaged in "trade or commerce" as defined in MCL 445.902(d).
- 28. CHRYSLER and SNETHKAMP have engaged in unlawful, unfair, unconscionable, or deceptive methods, acts or practices, including but not limited to:
- (a) CHRYSLER and SNETHKAMP represented to Plaintiff the 2010 Town & Country and the warranty thereof had characteristics, uses, benefits, qualities, and standards which they did not actually have.
- (b) CHRYSLER and SNETHKAMP represented to Plaintiff the 2010 Town & Country and the warranty thereof were of a particular quality and standard and they were not.
- (c) If Plaintiff allegedly waived a right, benefit, or immunity provided by law in purchasing the 2010 Town & Country, CHRYSLER and SNETHKAMP have failed to clearly state the terms of such waiver and Plaintiff has not specifically consented to such waiver.
 - (d) CHRYSLER and SNETHKAMP have failed to restore an amount equal to

Plaintiff's down payment and other payments made by Plaintiff on the 2010 Town & Country.

- (e) CHRYSLER and SNETHKAMP have made gross discrepancies between the oral representations to Plaintiff and written agreements covering the same transaction relative to the 2010 Town & Country and CHRYSLER failed to provide the promised benefits to Plaintiff with regard thereto.
- (f) CHRYSLER and SNETHKAMP have made representations of fact and/or statements of fact material to said transaction such that the Plaintiff reasonably believed that the represented or suggested standard, quality, characteristics, and uses of the 2010 Town & Country to be other than they actually were.
- (g) CHRYSLER and SNETHKAMP have made representations of fact and/or statements of fact material to such transaction such that the Plaintiff reasonably believed that the represented or suggested service to the 2010 Town & Country to be other than it actually was.
- (h) CHRYSLER and SNETHKAMP have failed to provide the promised benefits to Plaintiff with regard to the sale of the 2010 Town & Country to Plaintiff.
- (i) CHRYSLER and SNETHKAMP have failed to disclaim or limit the implied warranty of merchantability and fitness for use in a clear and conspicuous manner.
- (j) CHRYSLER and SNETHKAMP have failed to reveal a material fact, the omission of which tends to mislead or deceive the consumer, and which fact could not reasonably be known by the consumer.
- 29. The Plaintiff has suffered loss and damages as a result of the aforesaid violations of the Consumer Protection Act.

WHEREFORE, Plaintiff prays this Court enter a declaratory judgment as to the violations of the Michigan Consumer Protection Act and for judgment against CHRYSLER and SNETHKAMP for all damages Plaintiff has incurred, including reasonable attorneys' fees as

provided by statute, together with interest, costs and expenses of this suit, and such other relief as this Court deems appropriate and equitable.

COUNT IV BREACH OF WRITTEN WARRANTY UNDER MAGNUSON-MOSS WARRANTY ACT AND THE MICHIGAN UNIFORM COMMERCIAL CODE

- 30. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
- 31. Plaintiff is a "consumer" as defined in the Magnuson-Moss Warranty Act ("MMWA") 15 USC 2301(3).
- 32. SNETHKAMP is a "supplier" and "warrantor" as defined by the MMWA, 15 USC 2301(4) and (5).
- 33. CHRYSLER is a "supplier" and "warrantor" as defined by the MMWA, 15 USC 2301(4) and (5).
- 34. The 2010 Town & Country is a "consumer product" as defined in the MMWA, 15 USC 2301(1).
- 35. The 2010 Town & Country was manufactured, sold and purchased after July 4, 1975.
- 36. The warranty given by CHRYSLER pertaining to the 2010 Town & Country is a "written warranty" as defined in the MMWA, 15 USC 2301(6) and an express warranty under MCL 440.2313.
- 37. SNETHKAMP is an authorized dealership/agent of the manufacturer designated to perform repairs on vehicles under CHRYSLER's automobile warranties.
- 38. The above-described actions (failure to repair and/or properly repair the above-mentioned defects, etc.), including failure to honor the written warranty, constitute a breach

of the written warranty by CHRYSLER and SNETHKAMP actionable under the MMWA, 15 USC 2310(d)(1) and (2) and the Michigan Uniform Commercial Code.

WHEREFORE, Plaintiff prays for judgment against CHRYSLER and SNETHKAMP:

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
 - B. For a refund of the purchase price paid by Plaintiff for the 2010 Town & Country;
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
 - D. For consequential, incidental and actual damages;
 - E. For costs, interest and actual attorneys' fees; and
 - F. Such other relief this Court deems appropriate.

COUNT V BREACH OF IMPLIED WARRANTY UNDER MAGNUSON-MOSS WARRANTY ACT AND THE MICHIGAN UNIFORM COMMERCIAL CODE

- 39. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully stated and realleged.
 - 40. As part of the transaction, implied warranties arose for the benefit of the Plaintiff.
- 41. The above-described actions on the part of SNETHKAMP and CHRYSLER constitute a breach of the implied warranties of merchantability actionable under the MMWA, 15 USC 2301(7), 2308, 2310(d)(1) and (2), and MCL 440.2314.

WHEREFORE, Plaintiff prays for judgment against CHRYSLER and SNETHKAMP:

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
 - B. For a refund of the purchase price paid by Plaintiff for the 2010 Town & Country;

- . C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
 - D. For consequential, incidental and actual damages;
 - E. For costs, interest and actual attorneys' fees; and
 - F. Such other relief this Court deems appropriate.

COUNT VI REVOCATION OF ACCEPTANCE

- 42. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
- 43. Plaintiff accepted the 2010 Town & Country without discovering the above defects due to the fact Plaintiff was reasonably induced to accept the vehicle by the difficulty of discovery of the above defects.
- 44. In the alternative, Plaintiff reasonably assumed, and CHRYSLER and SNETHKAMP represented, that all of the aforesaid defects and/or nonconformities would be cured within a reasonable time.
- 45. After numerous attempts by Defendants to cure, it has become apparent the nonconformities could not be seasonably cured.
- 46. The nonconformities substantially impaired the value of the 2010 Town & Country to the Plaintiff.
- 47. Plaintiff had previously notified CHRYSLER and SNETHKAMP of the nonconformities and Plaintiff's intent to revoke acceptance pursuant to MCL 440.2608 and demanded the refund of his purchase price for the 2010 Town & Country and out-of-pocket expenses.
 - 48. CHRYSLER and SNETHKAMP have nevertheless refused to accept return of the

2010 Town & Country and have refused to refund any part of the sum equal to the purchase price and out-of-pocket expenses incurred by Plaintiff.

WHEREFORE, Plaintiff prays for judgment against CHRYSLER and SNETHKAMP:

- A. Declaring acceptance has been properly revoked by Plaintiff and for damages incurred in revoking acceptance;
 - B. For a refund of the purchase price paid by Plaintiff for the 2010 Town & Country;
- C. To cancel Plaintiff's retail installment contract and pay off the balance of the contract;
 - D. For consequential, incidental and actual damages;
 - E. Costs, interest and actual attorneys' fees; and
 - F. Such other relief this Court deems appropriate.

COUNT VII RESCISSION OF CONTRACT

- 49. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
- 50. Express and/or implied warranties from Defendants accompanied the sale of the 2010 Town & Country.
- 51. The express and/or implied warranties created a contractual relationship between Defendants and Plaintiff.
- 52. Defendants have breached their express and/or implied warranties in that they have failed to repair or adjust defective parts, have failed to do the same within the warranty period, and failed to do the same within a reasonable time.
- 53. The actions of Defendants have resulted in a material breach of the aforementioned warranties, a failure of consideration, and/or a mutual mistake justifying the rescission of the

contract.

54. Without a judicial declaration that the contract has been rescinded, Plaintiff will suffer irreparable and substantial harm if the consideration paid by Plaintiff is not restored.

WHEREFORE, Plaintiff prays for judgment and the following relief against all Defendants:

- A. That this Court order a rescission of the purchase agreement, requiring Defendants to refund all monies paid by Plaintiff and requiring Plaintiff to return the 2010 Town & Country to the Defendants;
- B. Damages incurred by Plaintiff created by Defendants' breach of contract, including all monies paid for the purchase of the 2010 Town & Country;
- C. For return of an amount equal to Plaintiff's down payment and all payments made by Plaintiff to the Defendants;
 - D. For incidental, consequential, exemplary and actual damages;
 - E. For costs and expenses, interest, and actual attorneys' fees; and
 - F. Such other relief this Court deems appropriate.

JURY DEMAND

Plaintiff demands a trial by jury on all claims.

Respectfully submitted,

ROMANO STANCROFF PC

By:

MARK ROMANO (P44014)

KARL HEIL (P64607) Attorneys for Plaintiff

801 W. Ann Arbor Trail, Ste. 232

Plymouth, MI 48170

(734) 207-3377

Dated: October 31, 2013

VEHICLE **PURCHASE ORDER**





23951 Plymouth Road REDFORD, MICHIGAN 48239 Fax: (313) 532-4022

Phone: (313) 255-2700

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Snothkamp Chrysler Jeep 23951 Plymouth Road Redford, MI 48239-1462 888.455.6146 313.255.2700 www.anethkamp.com

Payment Receipt
R536 Version MPK2.68.311

Cincinnati, OH Work:

Page 1 Operator November 5, 2009

Customer Number: 165355 Receipt Number: 10879

Date	Invoice Type	Invoice No.	Description	Amount
November 5, 2009	1250915515	Check	COD PER JOE RANDAZZO	29,404.14
Navamber 5 2009			Ending Balance	-29,404.14



Snethkamp Chrysler Jeep 23951 Plymouth Road Redford, MI 48239-1462 888.455.6146 313.255.2700 www.sneithkamp.com

Payment Receipt R536 Version MPK2.68,311

Page 1 Suzanneh November 5, 2009

Cincinnati, OH Work:

Customer Number: 185355 Receipt Number: 10884

Date	Invoice Type	Invoice No.	Description	Amount
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DEFINITIONS AND FULLATIONS and Buyer are the only parties to this Order. Reference to Manufacturer is for the purpose of explaining generally certain confuscional relationships between Dealer and Manufacturer regarding new vehicles.

The Order on the reverse side includes the following terms and conditions:

Agreement to Obtain Insurance

Seller/Assignee Snethkamp Chrysler Jeep

In the automobile installment contract I have signed, I agreed to obtain proper insurance coverage on the vehicle securing my loan. I understand that the policy of such insurance must provide comprehensive and collision coverages, and must contain a loss payable clause endorsement naming the Seller/Assignee as lien holder. I further understand that such insurance is to be kept, in force for the full term of my loan.

I understand that if for any reason the described insurance is not obtained and continuously maintained, the Seller/Assignee may, at its option, secure such insurance. I authorized the Seller/Assignee to add the premium and related finance charges for such insurance to the balance of my loan.

I understand that such coverage will not provide bodily injury or property damage liability insurance nor will it comply with any financial responsibility law.

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Signed		· ·		11	/02/09		Date
Manager/Dealer			WHITE BAI	Date	YELLOW - CUSTOMER	PINK-	FILE Bretti Financial Ser. Inc., RE-ORDER (810) 459-3

SNETHKAMP CHRYSLER JEEP, Inc.

23951 Phymouth Road REDFORD, MICHIGAN 48239 Telephone: (313) 255-2700 www.ansthkamp.com

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I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

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APPROVED MGR.

11/19/2013 2:21PM (GMT-05:00)

ARDER DERVE PORK

Authority granted by P.A. 300 of 1949, as ameridad.

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Delivery Date 11/02/09 AF	148064	. 8			
Dealer SNETHKAMP CHRYSLER JEEP	nvolce/Stock No.	122		-	
Address 23951 PLYMOUTH ROAD	1)0	04			
City REDFORD		. 4		T Marks	[[]
County State Z	ip Code 48239	Expire Monti		Months	NEW PLATE
Dealer License Sales Tax License Phone Number	2700	Year Make	Bo	dy Style .	Code County
A-001099 A-38-2910-580 (313) 2	255-2700	2010 Chrysler	SW.		1 gr
Vehicle Sold, New Used Demo Trade-in	JYes □No	Vehicle No.	1-0	e Category/Weight	10.00
Trade-in Year Make Vehicle No.		Driver License No./PID of All C	Owners or Lossees		Title
			County of Re	sidence	Title Late Fee
TEMPORARY VEHICLE HEGISTRATION USED TO TRANSFER PLATES		2)	Hamilt All Owners or L		M/A.
Pade transferred from Year Make			All OWNOLS OF L	00000	1,793.96
Vehiclin No. Plate No. Ferry	Expiration Date		9 U A	e x	Reg. Transfer Fee
	6/09	Complete Names and Addies	ers or t	esses	Total - Transfer to #4
VEHICLE USE AND HISTORY DISCLOSURE: VEHICLE HAS BEEN PLOOD DAM	AGED .				Full Rights to Survivor
GOVERNMENT VEHICLE SALVAGE TITLE HAS BEEN PREV	OUGLYISSUED	1.38.00	¥:	er et a e	Yes □No
□ TAXI		Insurance Company	in Various		
ODOMETER MILEAGE The following section must be completed when adometer	94 per 100 100 100	Plat Booured	+ 9		Filing Data
disclosure is required. The adometer mileage leading must match the mileage reading disclosed to the		Address	A No production	, g* - 8	1/02/09
purchaser on the title anillor mileage statement. NO TE		City, State, Zip			
actual mileage on not actual mileage exceeds mechanical lin	nits:ot odometer	1. PURCHASE PRICE OF VE		(les)	32,502.07
I have selected and agree to pay the OPTIGNAL \$24 CVR electronic filling fee		2. OTHER TAXABLE CHARG	E9 Temp. Re	Fee, Service Fee, g. Fee, Etc.)	75.00
	steiner Milalo	2.A. OPTIONAL \$24 ELEC	TRONIC FILING FEE		24.00
Factory Installed Accessories		3. TOTAL TAXABLE PRICE	MORNOE TOTAL		32,601.07
Daale Installed Accessones When Optional to Purchaser:	are and an are	(Above total) SALES TAX. NON-TAXABLE CHARGES		mot. Ftg.)	1,803.06- N/A
	*:	6, TOTAL DELIVERED PRICE	**		34.404.13
REMARKS: Unless a deparate written decument showing the terms of any Dealer Warranty or Ser	vice Contract is furnished by	7. CASH ON DEPOSIT			N/A
trie Dealer, SNETHKAMP CHRYSLER-JEEP Inc., to the Purchaser, any Warranties on	ssly disclaims all warranties	8. CASH DUE ON DELIVER	A contract of the contract of	OOREB	34,404.13
Thing recovering the bed, including pry implied warranty of nerchantability in fitness SNETHICANT, CHAYSLED-LEEP Inc., neither assumes not sufficilized any other is liability in connectors with the sale of the vehicle.	solated political for it any	9. TRADE-IN	. S	N/A	¥
Temporary lamporary Registration No. Fee Charg		10. LESS LIEN	\$	R/A	5 # 40 # 50
Selesperson Joseph Randazzo	986 (MC 2214 (49)	11. TOTAL DOWN PAYMEN		-	34,404.13
CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEH	CLES ONLY	12-UNPAID BALANCE TO BE			M/A
The information you see on the window form for this vehicle is part of information on the window form overrides any contrary provisions in the	contract of sale."	14. TOTAL AMOUNT OF FIN			H/A
"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN T I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE V SUBJECT, ONLY TO THE SECURITY INTERESTS NAMED ABOVE."	EHICLE IS	*TYPE OF INSURANCE / WARNING: This insurance is	10000	(naurance required by	Michigan law.
Agent	- This		HEALTH & ACCID		V
Design's Signature PURC	HASER WARNING: I	O NOT SIGN DIANK FORM	for a registration. I ca	rtify that my driver lice	ense is not suspended,
Lam purchasing or leasing this vehicle and am applying for a Michiga revoked, or denia.	ecistor the vehicle. I further	certify that if a tax exemption is sho	wn above it is valid.		
11/02/09		Dale		<u> </u>	- /:-
11/02/09		V		2	1
Date		Date			lijs -
x	(A)	X	1 Take	eje'u Signature(a)	1111
Date >=1 Purchaser's Signature PURCHASERS NOTE: IF VEHICLE TITLE IS NOT.	RECEIVED WITHIN 60 D.	AYS, CONTACT A SECRETARY			480 . 1.47



Snethkamp Chrysler Dodge Jeep Ra

23951 Plymouth Road Redford, MI 48239-1462 888.455.6146 313.255.2700 www.snethkamp.com

Repair Order 330492

Service Advisor: Tim Delaney Started: 09/22/09 3:30 PM Completed: 09/22/09 10:16 AM

Priority: 5

Appointment: 81525

Actual Time: 0.00

R509 Version MPK2.70.42

Color VIN Mileage Tag Number	Stone White 2A4RR6D3 In: 1 Out:				
VIN Mileage	2A4RR6D	X6AI			
Mileage	In: 1 Out:				
		• •			
	8064	Plate No.			
In-Service					
Engine	EGQ-4.0L	. V6 SOHC Engine			
Coverage					
Bulld Date		1			
Comments					
	In-Service Engine Coverage	In-Service Engine EGQ-4.0L Coverage Bulld Date Comments	In-Service Engine EGQ-4.0L V6 SOHC Engine Coverage Bulld Date Comments	In-Service Engine EGQ-4.0L V6 SOHC Engine Coverage Build Date	In-Service Engine EGQ-4.0L V6 SOHC Engine Coverage Bulld Date Comments

Task Opcode Description Technician Qty Type **Price** Price Price Prep Vehicle-Make Sure All Plastic Is Out Stickers Of Fuses in ... Etc. Prep Vehicle-Make Sure All Plastic is Out, St Ickers Off, Fuses In... Etc.... Complaint Cause Roadready Prep Correction Performed Prep Technician: Scott Heitman, License M247124 WP 0.00 0.6

Stop Time: 10:16:47 AM

Start Time:

Labor: Parts: Misc: Discounts:	\$0.00 \$0.00 \$0.00 \$0.00
Subtotal: Sales Tax: Total:	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00

DEALER CODE - 41-68341

CUSTOMER #: 20003203

293517

INVOICE

NORTHGATE

8536 Colerain Avenue · Cincinnati, Ohto 45251 Phone: (513) 385-1045 · Email: ngcservice@fuse.net www.northgatechryster.com

CINCINNATI, OH PAGE 1 HOME: CONT: N/A SERVICE ADVISOR: 72 RENEE REARDON BUS: CELL: COLOR MAKE/MODEL YEAR LICENSE MICEAGE TAG CHRYSLER TOWN & COUN 2A4RR6DX6AR 10 3708/3708 T366 IN SERVICE DATE, PROD, DATE WARR, EXP. PROMISED RATE PAYMENT INV. DATE 02NOV09 DE WAIT 02FEB10 CASH 02FEB10 DATE OF REPAIR OPTIONS: CUST. NOTIFIED DATE DLR:68341 ENG:4.0_Liter 13:27 02FEB10 13:45 02FEB10 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A FREE OIL & FILTER 059 FREE OIL & FILTER 148 INT (N/C)1 4092339AA FILTER-ENGINE OIL (N/C) 6 4761839AD *OIL (N/C)* DEAR VALUED SERVICE CUSTOMER. YOU MAY BE

Frank The State Haller State 1

SERVICE DEPT. HOURS:	SHOP SUPPLY COST:	DESCRIPTION	TOTALS
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.	We have added a charge equal to	LABOR AMOUNT	0.00
SATURDAY	10% of the cost of labor, nor to	PARTS AMOUNT	0.00
9:00 A.M. TO 3:00 P.M.	exceed \$15.00, to the Repair Order for shop supplies used in	GAS, QIL, LUBE	0.00
THANK YOU FOR YOUR BUSINESS!	connection with the repair.	SUBLET AMOUNT	0.00
<u>Warranty Statement and Disclaimer</u> The Ofaler Hereby Disclaims all Warranties express or implied Including any implied warranties or merchantability or fitnessfor a Particular purposeand. Neitherassumes nor authorizes any other		MISC, CHARGES	0.00
		TOTAL CHARGES	0,00
	IALL PARTS INSTALLED ARE	LESS INSURANCE	0.00
	INDICATED.	SALES TAX	0.00
PERSONTO ASSUME FOR IT ANY LIABILTY IN CONNECTIONWITH THE BALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.		PLEASE PAY THIS AMOUNT	0.00

art - For

3⁸0

2865

55400

34301

420

DEALER CODE - 41-88341

CUSTOMER #: 20003203

CINCINNATI, OH

293517

ACCOUNTING

NORTHGATE CHRYSLER-DODGE-JEEP

6536 Colerain Avenue - Cincinnati, Ohio 45261 Phone: (513) 385-1045 - Email: ngcservice@fuse.пet www.northgatechryster.com

2485

2485

PAGE 1

BUS:			CELL:		SE	RVICE ADVI	SOR:		EREARDON		
COLOR	YEAR		MAKE/MODEL	•		VIN	S	LIÇENSE	MILE	AGE	TAG
	10		YSLER TOW			R6DX6AR		··· ·· T	3708/		T366
IN SERVICE DATE	PROD.	DATE	WARR. EXP.	PROMI	SED	PO NO.		RATE	PAYMENT	INV. C	MIE
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COST, SALE, & COMP TOTALS 29	05 2865 0		7.
SERVICE DEPT, HOURS:	SHOP SUPPLY COST:	DESCRIPTION	TOTALS
MONDAY - FRIDAY		LABOR AMOUNT	0.00
7:30 A.M. TO 6:00 P.M. SATURDAY	We have added a charge equal to 10% of the cost of labor, nor to	PARTS AMOUNT	0.00
9;00 A.M. TO 3:00 P.M.	exceed \$15.00, to the Repair	GAS, OIL, LUBE	0.00
THANK YOU FOR YOUR BUSINESSI	Order for shop supplies used in connection with the repair.	SUBLET AMOUNT	0.00
	CONTINUE WATER TO PART	MISC, CHARGES	0.00
WARRANTY STATEMENT AND DISCLAIMER		TOTAL CHARGES	0.00
	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE	LESS INSURANCE	0.00
INCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESSFORA PARTICULAR PURPOSEAND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER	HAESA CHAFFOO ALLIFIAMORI	SALES TAX	0.00
PERSONTO ASSUME FOR IT ANY LIABILTY IN CONNECTIONWITH THE BALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.	1	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:20003203

293517

NORTHGATE

CHRYSLER-DODGE-JEEP 8536 Colerain Avenus - Cincinnati, Ohio 45251 Phone: (513) 365-1045 - Email: ngoservice@fuss.net WORKORDER www.northgatechryeler.com PAGE 1 CINCINNATI, OH N/A HOME SERVICE ADVISOR: 72 REARDON, RENEE YAG .. MILEAGE BUS: CELL LICENSE YPAR MAKE/MODEL T366 3708 CHRYSLER TOWN & COUN 2A4RR6DX6AI PAYMENT INV. DATE RATE PROMISED PO NO PROD DATE WARE EXP. IN SPAVICE DATE CASH ** WAITER ** DLR:68341 ENG:4.0 Liter CUST NOTIFIED DATE OPTIONS: DATE OF REPAIR 02FEB2010 13:27 DESCRIPTIONS/INSTRUCTIONS TYPE TECH. LINE OP CODE FREE OIL & FILTER INT The second secon THE MAINTAINE OF REPAIRS AND/OR UNABLE TO DUPLICATE CONCERNS CHECKED AND APPROVED BY x All ports are new unless otherwise indicated. Replaced pens will be returned unless subject to a manufacturer's warranty. ESTIMATE: UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR ENVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS, UNTIAL YOUR CHOICE. WRITTEN EBTIMATE ORAL ESTIMATE DISCARD REPLACED PARTS INTRACE Add'l Repairs Approved by WARRANTY STATEMENY AND DISCLAIMER Original Estimate Authorized Additional Repairs THE DEALER HEREBY DISCLAIMS ALL WARRANTISE EXPRESS ON IMPLIED INCLUDING ANY IMPLIED WARRANTISE OR MERCHAITTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

I hereby authorize the Dealer to perform the following ropes work and agree to pay for the repairs, along with the neckagery materials, in Cash upon completen of the Repairs unless the Dealer agrees to other payment the neckagery materials, in Cash upon completen of the Repairs unless the Dealer agrees to other payment the neckagery materials. An express mechanic's tion is hareby economicided on the above volticle to express arresting among the coast of repairs and materials. I hather agree that the Dealer is not repensable for any delays coursed by the coast of repairs and materials. I hather agree that the Dealer parmit to operate the coast of repairs and materials. I hather agree that the Dealer parmit stan to aparate the coast of repairs or exhibit an extremel of materials.

DEALER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTIQLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND ITS CONTROL.

SHOP SUPPLY COST

We have added a charge equal to 10% of the cost of labor, nor to exceed \$15,00, to the Repair Order for shop supplies used in connection with the repair.

I I CHECK

[] CREDIT CARD

If the vehicle described herein is not called for within three (3) 11/12/2013 5:01PM (GMT-05:00)

In this event that you, the customer, authorise commencement out us not subjette complation of a repair of service, a charge will be impossed for discharmably, reasonably or partially complated work. Such charges will be directly related to the actual amount of labor or parts involved in the supection, copil or service.

CUSTOMER #: 20003203

294553

ACCOUNTING

NORTHGATE CHRYSLER-DODGE-JEEP

8536 Colerain Avenue · Cincinnati, Ohio 45251 Phone: (513) 385-1045 · Email: ngcservice@fuse.net CINCINNATI, OH PAGE 1 www.northgalechrysler.com HOME A\N:TNC BUS: ELL: SERVICE ADVISOR: 72 RENEE REARDON COLOR YEAR MAKE/MODEL VIN. LICENSE TAG CHRYSLER TOWN & COUN 2A4RR6DX6AR 6757/6757 T161 PROP. DATE WARR. EXP. IN SERVICE DATE PROMISED PO NO. RATE PAYMENT INV. DATE O2NOVO9 DD WAIT 03MAR10 CASH 09MAR10 DATE OF REPAIR CUST. NOTIFIED DATE | OPTIONS: DLR:68341 ENG:4.0 Liter 09:25 03MAR10 16:11 09MAR10 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A CUSTOMER STATES WHRRR TYPE NOISE ON ACCELERATION, AND RPM GUAGE WILL GO DOWN, THEN UP, HUMMING NOISE CAUSE: 21000505 Transaxle Remove & Install for Recondition - Remove and 1 WB49,74 4.10 10660 31488 314.88 314.88 1 5078815AC UNDERDRIV 47500 66500 792.00 0 665.00 665.00 1 68051321AA GEAR 9595 13433 Q 160.00 134.33 134.33 1 6501702 RING 110 154 0 1.85 1.54 1.54 1 6507226AA RING 295 413 0 4,95 4.13 4,13 1 4659056 SEAL-REVERSE SERVO PISTON 440 616 0 7.35 6.16 6.16 1 6502269 0 RING-TRANSMISSION CLUTC 225 315 0 3.80 3.15 3.15 1 6033158 O RING-REVERSE & O/DRIVE 235 329 0 3.95 3,29 3.29 1 6502271 O RING-TRANSMISSION CLUTC 225 315 0 08.6 3.15 3.15 1 4412203 RING 95 133 Q 1.60 1.33 1.33 3 4446543 SEAL-INPUT SHAFT 465 651 'n 2,60 2.17 6.51 1 4659934 RING-UNDERDRIVE CLUTCH 335 469 0 5,60 4.69 4,69 1 4659391AB SEAL-UNDER DRIVE 235 329 0 3.95 3.29 3.29 1 4659871 SEAL-PISTON OUTER. 280 392 0 4.70 3.92 3.92 1 4431611 PISTON-UNDERDRIVE 720 1008 0 12.00 10.08 10.08 1 4431612 RETAINER-TRANSMISSION U/D 1060 1484 0 17.70 14.84 14.84 6501715 SNAP RING 305 427 0 5.10 4.27 4.27 1 6508521AA NUT 23.0 322 0 3.85 3.22 3.22 68018555AA FILT SERVICE DEPT. HOURS: DESCRIPTION TOTALS SHOP SUPPLY COST: MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M. SATURDAY LABOR AMOUNT We have added a charge equal to 10% of the cost of labor, nor to exceed \$15.00, to the Repair Order for shop supplies used in PARTS AMOUNT 9:00 A,M. TO 3:00 P.M. GAS, OIL, LUBE THANK YOU FOR YOUR BUSINESS! SUBLET AMOUNT connection with the repair. MISC, CHARGES WARRANTY STATEMENT AND DISCLAIMER TOTAL CHARGES THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED ALL PARTS INSTALLED ARE INCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSEAND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSONTO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES,

LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT

CUSTOMER #: 20003203

294553



INVOICE

CINCINNATI	I, OH		CONT:N/A			PAGE 1		orein Avenue - Cin) 385-1046 - Email www.northgalechr	: ngcservice@l	
BUS:			CELL;		SEF	RVICE ADVISOR:	72 RENE	E REARDON	ī	
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14//	ARRANTY	STATE	MENTAND DISCLAIN	MER.			MISC. CHARC			
 THE DEALER HEREB	Y DISCLA	IM8 AI	L WARRANTIES I	XPRESS OR IMPLIE	ED ALL P	ARTS INSTALLED ARE	TOTAL CHAR			
THE DEALER HEREB NCLUDING ANY IMPLI PARTICULAR PURPOS PERSONTO ASSUME ANY PARTS OR THIS PROVISIONS OF ANY M	EDWARRA	NTIE9	OR MERCHANTABIL	TY OR FITNESSFOR	A NEW	ARTS INSTALLED ARE UNLESS OTHERWISE	LESS INSURA	INGE		
PERSONTO ASSUME	FOR IT AN	Y LIABI	LTY IN CONNECTION	NWITH THE SALE C	E INDIG	TIEU.	SALES TAX			
PROVISIONS OF ANY I	MANUFACI	TURER!	OR OTHER SUPPLIE	RS WARRANTIES.	lita		PLEASE PA	NT		

CUSTOMER #: 20003203

294553

INVOICE

8536 Colerain Avenue · Cincinnati, Ohio 45251

CINCINNAT	I, OH				PAGE 2	Phone: (51	3) 385-1045 · Ema www.northgatech	il: ngcaervice@	@fuse.net
HOME BUS:		CONT:N/A		SEE	RVICE ADVISOR	' 20 DEM	EE Berned		3)
GOLOR	YEAR	MAKE/MODE	-	OL:	VIN	LICENS	EE REARDOI E MILI	N EAGE	TAG
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	A6	1	* *	THAT W	ILL ASK YOU	TO RATE	YOUR SERV	ICE VI	
	100 mg			SATISF	YOU CANNOT 'IED" PLEASE AT (513)	CONTACT	STEVE FLE	ETCHER	*
	4-110-44	to de la companione de		Taracter Lines of	Present Company	303=104;)		

Res Teagling

SERVICE DEPT. HOURS:	SHOP SUPPLY COST:	DESCRIPTION	TOTALS
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.	We have added a charge equal to	LABOR AMOUNT	0.00
SATURDAY	10% of the cost of labor, nor to	PARTS AMOUNT	0.00
9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	exceed \$15,00, to the Repair Order for shop supplies used in		0.00
THANK TOU FOR TOUR BUSINESS!	connection with the repair.	SUBLET AMOUNT	0.00
100 (CM)	504	MISC. CHARGES	0.00
WARRANTY STATEMENT AND DISCLAIMER	ALL BASTO NOTALLES ASS	TOTAL CHARGES	0.00
LIDING ANY IMPLIED WARRANTIES OF MEDCHANTABILITY OF CITHEROLOD A	NEW TIMESO OTHERWISE	LESS INSURANCE	0,00
RTICULAR PURPOSEAND NEITHER ASSUMES NOR AUTHORIZES AND OTHER REDNTO ASSUME FOR IT ANY LIABILTY IN CONNECTIONWITH THE SALE OF	INDICATED.	SALES TAX	0.00
Y PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE ROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 20003203

294553

ACCOUNTING

NORTHGATE CHRYSLER-DODGE-JEEP

HOME: CONT: N/A	fuse.nel
BUS: SERVICE ADVISOR: 72 RENEE REARDON	
COLOR YEAR MAKE/MODEL VIN LIGENSE MILEAGE	TAG
	1.000
10 CHRYSLER TOWN & COUN 2A4RR6DX6AR 6757/6757	M161
IN SERVICE DATE PROD DATE WARR EXP. PROMISED PO NO RATE PAYMENT INV. D	ATE
02NOV09 DD WAIT 03MAR10 CASH 09MAR	7.0
O2NOV09 DD WAIT 03MAR10 CASH 09MAR DATE OF REPAIR CUST NOTIFIED DATE OF TIONS: DLR:68341 ENG:4.0 Liter	10
DDK:68341 ENG:4.0 LICET	
09:25 03MAR10 16:11 09MAR10	
0000000	TAL
	.24
1 68014103AA GSKT	*****
PKG-TRANSMISSION OIL 1420 1988 0 23.70 19.88 19	.88
8 68055894AA FLUID 2120 2968 0 4 42 3 71 29	.68
21340256 GROUP A	1 Same
51 WB4 0.00 4.10 10660 31488 314.88 314	.88
21344156 Reverse flush and flow check cooler	15 M. a.r.
(Using Miller 6906 flushing unit)	
30.72 30.72 30	.72
67050 93870 TPARTS	
22360 () 66048	egy je j
SUBL CAR RENTAL RENEE	
Harris PO#294553 - The First Company of the First C	B 1555
WB4 24500 24500 245.00 245	.00
,,,, VERSION 1 (EMP# 51,09MAR10 15:58); 6757 VERIFIED WHINING NOISE ONCE	100
,,,,YOU REACH AROUND 30 MPH COMING FROM TRANSMISSION, CHECKED FLUID	
,,,,LEVEL-LEVEL IS FULL: CHECKED FOR TROUBLE CODES NO CODES ON RECORD.	g 80 gr - 129 g
,,,,REMOVED LOWER TRANS PAN, FOUND FOREIGN MATERIAL IN PAN. REMOVED 62TE	
,,,,TRANSMISSION, DISASSEMBLED, AND INSPECTED ALL COMPONENTS. FOUND	10000
,,,,TRANSFER GEAR BEARING ROLLERS FITTED AND COMING APART. DUE TO INCORRECT	
,,,, BEARING PRELOAD. NECESSARY TO REPLACE COMPOUNDER ASSEMBLY, TRANSFER	·
,,,,GEAR WITH BEARING, OVERHAUL INPUT SHAFT, TRANS FILTER, AND CLEAN ALL	
,,,,OTHER INTERNAL COMPONENTS (CLUTCH PACKS, BEARINGS, GEARTRAIN, AND	57
,,,,INSIDE OF CASE). BACKFLUSHED TRANS OIL COOLER. TRANS NOISE IS GONE	
,,,,AFTER REPAIRS. (62TE EQUIPPED TRANSMISSION WITH 4.0 LITER ENGINE)	5,5 s) du ulu
* DEAR VALUED SERVICE CUSTOMER. YOU MAY BE	n r u.:
* RECEIVING A SURVEY FROM THE MANUFACTURER	• 6 •
* THAT WILL ASK YOU TO RATE YOUR SERVICE VI	G# -
* IT. IF YOU CANNOT RATE YOUR VISIT AS "VER	
* SATISFIED" PLEASE CONTACT STEVE FLETCHER	* "
******* AT (513) 385-1045 *********	* *
	20 11 12
SERVICE DEPT. HOURS: SHOP SUPPLY COST: DESCRIPTION TOTAL	il.S
MONDAY - FRIDAY	
7:30 A.M. TO 6:00 P.M. SATURDAY We have added a charge equal to 10% of the cost of labor, nor to PARTS AMOUNT	
9:00 A.M. TO 3:00 P.M. exceed \$15.00, to the Repair GAS, OIL, LUBE	
THANK YOU FOR YOUR BUSINESSI Order for shop supplies used in SUBLET AMOUNT SUBLET AMOUNT	
MISC. CHARGES	
misc. Chardes	
WARRANTY STATEMENT AND DISCLAIMER TOTAL CHARGES	
WARRANTY STATEMENT AND DISCLAIMER TOTAL CHARGES	
WARRANTY STATEMENT AND DISCLAIMER TOTAL CHARGES TOTAL CHARGES	

CUSTOMER #: 20003203

294553

ACCOUNTING

NORTHGATE CHRYSLER-DODGE-JEEP

CINCINNAT	I, OH				PAGE	2	Phone; (513)	rein Avenue - Cli 365-1045 - Eme www.northgalech	il: ngcservice@	
HOME	17 011	CONT:N/A			PAGE	3		**************************************	173101.00111	
BUS:		CELL;		SE	RVICE AD	VISOR:	72 RENE	E REARDO	N	
COLOR	YEAR	MAKE/MODEL	erkatel Jederij	100 =	VIN	1.79.2" 17.7	LICENSE		EAGE	TAG
	10 CHF	YSLER TOV	N & COUN	2A4R	R6DX6AR			6757	/6757	T161
IN SERVICE DATE	PROD. DATE	WARR, EXP.	PROMIS		PON		RATE	PAYMENT	INV. D	
02NOV09 DI	The second second			MAR10				CASH	09MAR	10
DATE OF RE	PAIR CU	ST. NOTIFIED D	ATE OPTIONS	E DL	R:68341	ENG:4.	0 Liter			•••
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LINE OPCOL	DE TECH T	YPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NE'	r ro	TAL
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DATE	START	G 61 9 F W	URATION	TYPE	TECH	LINE(S)	CHG		7. 17	
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v 8	15:48	15:58	0.17	W	51	A	Umara .			
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COST, SALE, & COMP TOTALS 1139 SERVICE DEPT. HOURS:	10 184418 0 <u>SHOP SUPPLY COST:</u>	DESCRIPTION	TOTALS
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.	We have added a charge equal to	LABOR AMOUNT	0.00
SATURDAY	10% of the cost of labor, nor to	PARTS AMOUNT	0.00
9:00 A.M. TO 3:00 P.M. THANK YOU FOR YOUR BUSINESS!	exceed \$16,00, to the Repair Order for shop supplies used in	GAS, OIL, LUBE	0.00
THAIN TOO FOR TOOK BUSINESS!	connection with the repair.	SUBLET AMOUNT	0.00
MERION NO.		MISC. CHARGES	0.00
WARRANTY STATEMENT AND DISCLAIMER	ALL BARTS INSTALLED ARE	TOTAL CHARGES	0.00
IE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED CLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A	NEW TIMEGO OTHERWISE	LESS INSURANCE	0.00
RTICULAR PURPOBEAND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER RESONTO ASSUME FOR IT ANY LIABILTY IN CONNECTION WITH THE GALE OF	INDICATED.	SALES TAX	0.00
NY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE ROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:20003203

294553

NORTHGATE

DEALER CODE - 41-68341

WORKORDER

CHRYSLER-DODGE-JEEP 9536 Colerain Avenue · Cincinnati, Ohio 45251

CINCINNATI, OH	3E 1		W	ww.northgateol	ryslar.com	
BUS *	ICE ADV	ISOR: 72	REARDON LICENSE	, RENEE MILEA	GG	TAG
	Committee Line		S-INEO-H-SS-U-		7111	161
1.0 CHRYSLER TOWN & COUN 2A4RR61	DX6AR PO NO	<u> </u>	HATE P	6757/ AYMENT	INV. DATI	
** MATTER **	//			ASH		
OZNOVO 9 DD ** WAITER ** DATE OF HEPAIR GUST NOTHIED DATE OPTIONS: DLR:	68341 Y	ENG:4,0	Liter			
03MAR2010 09:25	DECORTO	NG				'
W Sarrano Computer Sarrano	HODE T	YPE NOIS	E ON ACC	CELERATI	ON, AND	1300
# A RPM GUAGE WILL GO	DOWN,	THEN OF			A STATE OF THE STA	World Me
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			partie pod inglija.			
REPAIRS AND/OR UNABLE TO DUPLICATE CONCERNS CHECA All parts are new unless otherwise indicated. Replaced parts will be returned unless tublect to a manufacturer's werrantly, care charge, of otherwise specified.	CKED AN	ID APPROV	VED BY X	D AN ESTIMATE IF	THE EXPECTED COST	OF REPAIRS ON
All parts are new jumpes of the wise and contact the parts of the part	PENANCES AND		PITTEN STAMITE	DRAL ESYIMATE	I DO NOY REQUEST	
WARRANTY STATEMENT AND DISCLAIMEN THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED INCLUDING ANY IMPLIED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR MAPLED THE DEALER HEREBY DISCLAIMS AND THE DEA		Original Estimaté (Perts & Labor)	Authorited Additional Repairs	Add'l Repairs Approved by	Dju	
WARRANTS STATEMENT AND DISCLAIMER THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LABILTY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS RESOLLAIMEN IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURES OR OTHER SUPPLIERS WARRANTIES.					To and the second	IN VEHICLE IN
heraby mithorize the Deplet to perform the losowed rapes work and earlier agrees to other payment	CARE OF FIRE	OT RESPONSIBLE E, THEFT OR ANY	FOA LOSS ON DAM DYNER CAUSE BEYO	AGE TO VEHICLES NO ITS CONTROL.	ON ANTICLES LEFT	IN ACLICOS IN
the recentary materials, in Cash upon completion of the hopers incess the boars gless to obtain a screen enrangement in adjance. An express mechanics late is briefly polaroviologist on the above which to accured by the cost of recent and materials. I hather excee that the Depley is not repossible for any delays coursed by the cost of recent and materials. I hather excee that the Depley is not repossible for any delays caused by the cost of recent and the Depley is not repossible for any delays caused by the cost of recent and the cost of recent and the cost of recent and recent and the cost of recent and r	V	added a charge	equal to 10% nop supplies use	of the cost of	abor, nor to exi with the repair.	2000 <u>415,00</u>
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partice, a charge will be imposed by dealership of the involved in the inspection, repair or service.	-	If the vehic days after notic	la described herelr se is given, a store	n is not called for uge charge of \$6.0	Milling tutes (3)	l.

RO Number: 14623

RO Status: CLOSED

Customer Phone(s) Main: Cell: Vehicle: 2A4RR6DX6AF 2010 TOWCOU WHITE Mileage: 21,007 Payment type: CC Waiter: No Service advisor: 158 Promised time: 05:00 PM Estimate: 0.00 Tag number: T8293 Promised date: 07/31/2010 FLUID LEVELS, LUBE CHASSIS. 62GF CHANGE, INPSECT AIRFILTER, AND FLUID Tech(s): 140, 107 68055890AA 4105409BC 1 FILTER-ENGINE OIL 5.00 Story: 21007 CHANGED OIL AND FILTER B CK OPERATION OF POWER SLIDING DOORS SEEMS LABORED LIKE THEY NEED A STORE PUBED OPERATION IS NOTSY LUBE SLIDING DOOR N/C 08880100 W40 Tech(s): Pis: 0.009 bs: 0.009 bs: 0.000 Ciner 0.000 Ciner Story: 21007 LUBED BOTH SLIDING DOOR TRACKS AND VERIFIED OK AT THIS ELECTRICAL-REPAIR N/C Tech(s): (Alovasa mars) Abras are record Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00 ESTORY 24007 FEASTED DOG DUPLICATE CK OPERATION OF DRIVER SIDE STO N GO SEAT FLAP THAT IS SUPPOSED A STATE OF THE STA BROKEN Piporaloadaloon 28 46 36 28 Replace Torque Hinge Secondrow seat stowage door - Left Tech(s): 140 THE DISTRICTOR OF THE PROPERTY 0.00 Total Line D: 0.00 Lbr: 0.00 Other:

STOW AND GO AND VERI FIED GOOD

CK PASS SIDE STO N GO SEAT FOR SIMILAR CONDITION TO PREVIOUS LINE

Ex 23211721 W40 Door load floor to the control of t

SIGN/2/1007/STOW/AND/GOTHINGEWEAK INSTAUDED NEW DRIVERS/SIDE

Page 1, Created; 11/11/2013.03:52:16 PM

SION ZIUOZNO ABNORMAUNOISEHEARDAITHISTIME ORERATING AS DESIGNED		KONUmber	1629	RO Slatus CL	DSED.	
Replace Design Promised time: 06:00 PM Promised time: 06:00 PM Promised time: 06:00 PM Promised time: 07/31/2010 Promised time: 07/31/2010 Promised time: 07/31/2010 Promised time: 07/31/2010 Promised time: 06:00 PM Promised time:	Phone(s):	6AR		U WHITE	Cell:	
- Second row seat Stowage September Second row Second row September Second row Seco	Service advisor: 158		Promised time:	05:00 PM		0.00
Tech(s						~~~~~
Techts		stow.				
Story 21007 PASS SIDE STOW AND GO HINGES WEAK REPLACED STOW AND GO HINGES ON PASS SIDE STOW AND GO HINGES WEAK REPLACED STOW AND GO HINGES ON PASS SIDE			1 ROD-HIN	IGE LOCKING		
08809990	Pts 21007 PASS	SIDE STOW A	Was of Colombian S		0/10tal/Line E ED STOW ANI	D.
Replace Wiring Banciss Ust Ust Danel (C)		W40 Wirin				
Tech(s): 140		Repla parmi pane	ace Wiring			10
18890190	Pts: 0.0) 0 Lbr:	0.00 Other:	0.0	O Total Line F	:
SIONAL S			09100			
Story 2100/RRIP PERFORMED/RRT 09:100 PERFORM AVAILABLE BIPDATE (EVASHES) 18193116 W40 RECALIBRATE MODULES SEDING 50:00 PR Tech(s): 140 Pts 0:000 Ubj 0:000 Other 0:000 Iotal Line II Story: 21007 FLASH FLASHED SDM FROM 5026972AB TO 5026972AC 18:19:31:16 CUSTREPORTS NOISE WHEN SPEERING SAME USE FOOK FROM FROM 33 I ELECTRICAL-REPAIR Tech(s): 140 Pts: 0.00 Lbr: 0.00 Other 0.00 Total Line II: Story: 21007 NO ABNORMAL NOISE HEARDA SELECTIME OF BRATING ASS DESIGNED	Tech(s) 1/4(5152029AB		0 SENSOR	-WASHER FLUI	D	
Tech(s): 140 Pts: 0.000 Lbj. 0.000 cliner 0.000 lotalline El. Story: 21007 FLASH FLASHED SDM FROM 5026972AB TO 5026972AC 18 19 3 16 CUSTREPORTS NOISE WHEN STEERING IS ADELLE COCKETTER ROTE CHOIN 33 ELECTRICAL-REPAIR Lech(s): 140 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line I: Story: 21007 No ABNORMAL NOISE HEARD AD THIS LIME OF BETAING AS DESIGNED	Pts: 0.0 Story 21007 RRIM	O Lbr: RERFORMED/F	0.00 Other: RT094100	0.0	Total Line G	i L
Tech(s): 140 Pts: 0.00 Lbi; 0.00 cliner 10.00 lotalsine files Story: 21007 FLASH FLASHED SDM FROM 5026972AB TO 5026972AC CUSTREPORTS NOISE WHEN STREETING TS AD FUIL FOCK ENTREMOIRE CHONS 33 ELECTRICAL-REPAIR Tech(s): 140 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line I: Story 2,007 No ABNORMAD NOISE HEARD AT THIS TIME OF BRAING AS DESIGNED.	18193116	W40 RECAMOD	ALIBRATE			
CUST REPORTS NOISE WHEN STREETING IS AD AUGUST POCK ENTHER DIRECTION 33 I ELECTRICAL-REPAIR Tech(s) Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line I: Story 2,007,No ABNORMAL NOISE HEARD AT THIS TIME OF BRAING AS DESIGNED	Pts 0.00 Story: 21007 FLASI	i De lubrarado de Arab	44 0000 Others	SOVER STREET	latetalPine Cl 2AC	
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line I: Story 21007 NO ABNORMAL NOISE HEARD AT THIS TIME OF BRAING AS DESIGNED.	r* CUSTREPO	RIS NOISE WH	EN STEERINGTS	VARIAGENEOK	ENHEROIR	DORION:
	Pfs: 0.00 Story 2,007,NO AF) Lbr:	0.00 Other:		Total Line I:	
Page 2, Created: 11/11/2013 03:52:16 PM	DESIGNED					
	Page 2, Created: 11/11/2013 03:	52:16 PM	1			The state of the s

Customer Pay	
Labor	8.85
Parts	16.25
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	25.10
Less Insurance/Adjustment	0.00
Sales Tax	0.98
Total	26.08

RO Number: 16945

RO Status: CLOSED

Customer Phone(s): Contact: Vehicle: 2A4RR6DX6AR

Mileage: 22,364 Service advisor: 92

Tag number: T9558

Main TOWCOU

Cell: WHITE

Payment type: CC

Promised time: 05:00 PM Promised date: 08/21/2010 Waiter: No

Estimate: 0.00

CARPETS, FLOOR MATS SHAMPOO'D AND ENTRACTED, DOOR JAMS TREATED

ndiceeaned windows greaned

DETL C FULL SERVICE WASH,

79.95

OLEANINT VINYL,PLASTIC,

CEATHER OPHOUSTERY LAW LEW

CARPETS, FLOOR MATS

SHAMPOOID AND SALES AND SALES

ENTRACTED, DOOR JAMS

WINDOWS CLEANED

Pts: 0.00 Lbr:

79.95 Other:

0.00 Total Line A:

79.95

STORY 22564 IN REPORTED AND ADDRESS OF THE STORY OF THE S

Customer Pay 79.95 Labor 0.00 **Parts** 0.00 Lube 0.00 Sublet Miscellaneous/Shop Charge 0.00 Deductible 0.00 79.95 **Total Charges** 0.00 Less Insurance/Adjustment 0.00 Sales Tax 79.95 Total

RO Number: 21024

RO Status: CLOSED

Customer Phone(s): Contact: Vehicle: 2A4RR6DX6AR

Main: TOWCOU

WHITE

Mileage: 25,177 Service advisor: 79 Tag number: T4731 Payment type: CC Promised time: 05:00 PM Promised date: 10/01/2010 Waiter: Yes

Cell:

Estimate: 0.00

A FIRST FREE GIL AND FIRST FREE OIL AND	
FILTER CHANGE	N/C
Tech(s): 509 4892339AA INFILTERENGINE OIL	N/G
68055891AA 6 OIL PIS: 0.000 Lbr. 0.000 Other 0.000 Feralisme A.	N/C
Story: 25177 PERFORMED EXPRESS LOF	
B TIRE ROTATION	
TE CX STIRETROVATION Tech(s): 509	300
Pts: 0.00 Lbir. 15:00 Other 3 0.00 Total lane B	35100
C 16 POINT INSPECTION, INSPECT TIRES, OIL, COOLANT, BRAKE FLUID,	
COOLING SYSTEM, WIPER BLADES, AND EXTERIOR LAMPS	
16P CX 16 POINTINSHECTION 16 INSPECT TIRES, OIL,	0.00
COOLANIA BRAIKE BLUID. P/S FLUID, TRANS	
BELTS, HOSES, AIR	
MEAN COUNTY OF THE PROPERTY OF	
SYSTEM, WIPER BLADES, AND EXTERIOR LAMPS	
Tech(s): 509 Pts: 0.000 (dbr. 2000) When 2000 (dbr. 2000) Joral Lipe Cir	90.00
Story: 25177 PERFORMED INSPECTION	
D** REPLACE AIR FILTER AE GX REPLACE AIR FILTER	4800
Tech(s): 509 4891743AA 4.00 Other: 0.00 Total Line D:	20/20
Pts; 20.20 Lbr: 4.00 Other: 0.00 Total Line D: Story 25177 REPLACED DIRTYARS DER	24.20
Customer Pay	40.00
Labor Parts	19.00 20.20
Lube Sublet	0.00 0.00
Miscellaneous/Shop Charge	0.00

Deductible	0.00
Total Charges	39.20
Less Insurance/Adjustment	0.00
Sales Tax	1.21
Total	40.41

Page 1, Created: 11/11/2013 03:51:24 PM

0.00

Repair Order Detail - Customer Copy

RO Number: 68207

RO Status: CLOSED

Customer Phone(s):
Wehicle: 2A4RR6DX6AR

Main:
2010 TOWCOU WHITE

Mileage: 61,121 Payment type: CC Waiter: Yes
Service advisor: 18 Promised time: 05:00 PM
Tag number: T1650 Promised date: 01/30/2012

05210991 W40	NOISE FROM RONT OF VE X 35 FRONT WHEEL BEARINGS	HICONSISTANT WITH SPEEDS	N/C
Pts: 0.00 Lbr: Story 61/21/FROM GUBLE	20BEARING FRO 0.00 Other: LARINGS ARE NOISEY/BERF PLACED BOTH FRONT HUB I	0.00 Total Line A: ORMED 下58/02/003/14	0,00
B RECALL 25 DETEN 08L25182 W40	TRINGL RECALL L25 INSTALL DETECTIPKG WIN		-~~ N/C
Pts: 0.00 Lbr:	0.00 Other: PERFORMEDIRECALLINSTA	0.00 Total Line B:	0,00
P/S FLUID, TRANS F	LUID, WASHER FLUID, BELTS WIEER BUADES VANDEXTER		N/C
	FLUID, WASHER FLUID, FILTER, COOLING	VID ALL STATES	
Pts: 0.00 Lbr.	AND EXTERIOR LAMPS 0.00 Other: D.16POINTAINSPECTION		0.00
INFO I.	0.00 Other:	0.00 Total Line D:	N/C 0.00
E** **********************************	ATIRE MIKU 2/10088/9 /4 OU MOUNT AND BALNCE 4 FIRES		36.00

RONLIMBER 68207 PO States CLOSED AND A

Customer Phone(s):

Vehicle: 2A4RR6DX6AF

Mileage: 61,121 Service advisor: 18 Tag number: T1650 Main: 2010 TOWCOU

WHITE

Payment type: CC Promised time: 05:00 PM Promised date: 01/30/2012 Waiter: Yes

Cell:

Estimate: 0.00

P(s: 500 00 Lb) 536 00 Other 0 00 iotal Line E4 556 00

Story: 61121 120 INSPECTED AND FOUND TIRES ON WEAR BAR. REPLACED

Customer Pay 36,00 Labor Parts 500.00 0.00 Lube 0.00 Sublet 3.60 Miscellaneous/Shop Charge 0.00 Deductible 539.60 Total Charges Less Insurance/Adjustment 0.00 30.22 Sales Tax 569.82 Total

RO Number: 74085

RO Status: CLOSED

Customer Phone(s): Vehicle: 2A4RR6DX6AR

Mileage: 66,674 Service advisor: 557 Service agvisor. CC. Tag number: T8964

Cell: Main 2010 TOWCOU

Payment type: CASH Promised time: 05:00 PM Promised date: 04/02/2012 Waiter: Yes Estimate:

0.00

	THE THE PART OF TH
	A QUST STATES BOTTHKEY ARE BROKE AND ERUZOREGALL WAS A STATE OF THE ST
1	PERFORMED/PARTS HAS TWO KEYS UNDER CUST. NAME
	N/C
3	Test and replace
	Transmitter/key-che.
×	or more (D)
2	Hech(s) = 407
	68066873AA 2 KEY FOB-INTEGRATED KEY N/C
u	FOB.
ı	Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
1	SIDEVEGGGVAKEYSARE BROKESREPACED BOMBKEYBOBSARROGRAMMED
1	TWO NEW KEY FOBS TESTED GOOD
÷	

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00
Ta .	

RO Number: 76182

RO Status: CLOSED

Customer: Phone(s): Vehicle: 2A4RR6DX6AR

Main: 2010 TOWCOU

Cell: WHITE

Mileage: 68,509 Service advisor: 18 Tag number: T6176 Payment type: CASH Promised time: 05:00 PM Promised date: 04/26/2012 Waiter: No Estimate:

0.00

A VEH TOWED IN A STATES HENDING NEW TICH CAMERICAN QUITOE DASHAND A VEH STOPPED RUNNING
06 C REINSUALLURIMIRING 0.00 AND TESTED
Tech(s): 47
Story:68509
WHICH COULD BE REMOVED AND THE VEHICLE STILL WOULD HAVE STARTED ALSO, THE TEORIUSIS RESEATED IT NPF
INSPECTED AND REINSTALLED TRIM RING FOR WIN MODULE. TESTED SEVERAL TIME. GOOD
PRINCE OF THE PR
B C/S SINCE WHEEDBEARINGS WERE REPLACED GANNIE ARANKACHENING NOISE CONTROL WHEN TURNING LEFT AND RIGHT
Tech(s): 17 Pts: 0.000 Lbr 0.000 Other 0.000 Total Line B. 0.000
Pts: 0.000 Lbr: 0.00 Other 0.000 Total line 5 0.00 Story: 68509 ****///FWS: TECH ADVISED THE VEHICLE HAS A BRAKE
PULSATION VEHICLE HAS 685 MMILES ISHOULD BEHANDLED BY THE CUSTOMER. III/*** GAVE ESTIMATE FOR BRAKE PULSATION, CAN HEAR
SOMETHORS FROM BRAKES INDINOISE FROM FRONT END
C. CISICANHEARA WHINEINOISE WHEN STOPPING AND REMISE TO A STOPPING AND REMISE TO A STOPPING AND REMISE TO A STOPPING AND REMISE.
02 C COULD NOT VERIFY 0.00 Tech(s) 140
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00 Story 68509 NO PROBLEM FOUNDATEST DROMEWITH ANOTHER BEST
///FWS: OK FOR NPF.///
D 16 POINT INSPECTION, INSPECT TIRES, OIL, COOLANT, BRAKE FLUID,
P/SECULOTRANSELUID WASHER FUID BEBIS HOSES AIR ELEBRA COOLING SYSTEM, WIPER BLADES, AND EXTERIOR LAMPS
16P AC AIGROINGINS RECTION A 0000 NSPECT TIRES, OIL,
COOLAND BRAKE PLOID P/S FLUID, TRANS
BELTS, HOSES, AIR
FILTER/GOOLING
SYSTEM, WIPER BLADES, AND EXTERIOR LAMPS
Tech(s): 17 PIS 0 00 10 0 00 0 00 00 00 00 00 00 00 00
Story: 68509 PERFORMED 16POINT INSPECTION
Page 1. Created: 11(1/2013 03:50:47 PM

RON	mber 2/6/182	latus ACLOSEDA MARIA	
Customer: Phone(\$): Vehicle: 2A4RR6DX6AR	2010 TOWCOU	Cell: WHITE	22
Mileage: 68,509 Service advisor: 18 Tag number: T6176	Payment type: CASH Promised time: 05:00 Promised date: 04/26/		0.00
E STAR CASE 2198464 INFO I	0./AUDREY8007688422FX INFO ONLY	1,66301	N/C
Tech(s) 2999 Pts: 0.00 Lbr:	0.00 Other:	0.00 Total Line E	: 0.00
COMPLETED		EH TO DETAIL SHOP W	/HEN N/C
INFO I Tech(s): 999 Pts: 0.00 Lbr:	INFO ONLY 0.00 Other:	0.00 Total Line F	
G** C/S BOTH SLIDING D NPF	CUSTOMER COMPLAINT AT		. NG
Tech(s): 17 Pts: 0-00 Lbi Story: 68509 TESTED BO	O 00 COLINE THI SLIDING DOORS, WORK	0.000 Totalk meré THE SAME AS SIMILAR	0.00
H*** WARRANTY RENTAL RENTAL I Tech(s): 999	RENTAL COVERAGE	0.00 Total Line F	N/C
Pts: 0.00 Lbr: I** ENTERPRISE RENTA RENTA Tech(s): 999	0.00 Other: AL 1 DAY CP RENTAL COVERAGE	0.00 Total Line i	0.00
Pts 25 0.006 Par	0.000 Gilbers 25	Same 20100 arotal Birter	
COMPDETL C	FULL SERVICE CAR		0.00
	EXTERIOR DETAIL, AND COMPLETE INTERIOR DETAIL		
Pts: 0:00 Lbr:	0.00 Other:	0.00 Total Line): 0.00
	Customer Pay Labor Parts Lube		0.00 0.00 0.00

Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

0.00

Repair Order Detail - Customer Copy RO Number: 76607 RO Status: CLOSED

Customer Phone(s): Vehicle: 2A4RR6DX6AR	Cell: 2010 TOWCOU WHITE	
Mileage: 68,518 Service advisor: 557 Tag number:	Payment type: CASH Waiter: Yes Promised time: 05:00 PM Estimate: 0 Promised date: 04/30/2012	0.00
	ARTEMIVALVE BROKE/PLEASE/ADV Sensor, low tire pressure - Replace One (C)	N/C
Tech/(s) /// 68078768AA Pts: 0000/206r	1 SENSOR-TIRE PRESSURE	N/C
	Customer Pay Labor Parts Lube Sublet Miscellaneous/Shop Charge Deductible Total Charges Less Insurance/Adjustment	0.00 0.00 0.00 0.00 0.00 0.00 0.00

Total

RO Number: 78754

RO Status: CLOSED

Customer Phone(s): Cell: Vehicle: 2A4RR6DX6AR 2010 TOWCOU WHITE

Mileage: 70,449 Payment type: CC Waiter: No Service advisor: 557 Promised time: 05:00 PM Estimate: 0.00 Promised date: 05/23/2012

A CUST STATES MEDDIED WHEN DRIVING MED WILLIAM START CRANKS SEOW NEEDS TO BE JUMPED TO START 06 ELEGIRICAL REPAIRS Tech(s): 200 BB034600AA .85.00 Lbr: 78.40 Other: 0.00 Total Line A: 163.40 STOTY 7.0449 REOWEGGA TO BEN FORMED STARTING AND GHAR GING SYSHEMA DIAGNOSIS, BATTERY FAILED LOAD TEST, PERFORMED PARASITE DRAW SYSTEM TESTS FOUND (2 may lo)D. CHARGING SYSTEM OUT PUT NOMINALS REPLACED BATTERY PER STALLING/HARD START CONDITION AND B SCOSTINENTERPRISERENAIL RENTAL C RENTAL COVERAGE 0.00 Tech(s) 2999 4.14 0.00 Other: 0.00 Lbr: 0.00 **Customer Pay** Labor 78.40 **Parts** 85.00 Lube 0.00 Sublet 0.00 Miscellaneous/Shop Charge 7.84 Deductible 0.00 **Total Charges** 171.24 Less Insurance/Adjustment 0.00 Sales Tax 5.57 Total 176.81

RO Number: 97291

RO Status: CLOSED

Customer Phone(s):

Vehicle: 2A4RR6DX6AF

Mileage: 83,448

Payment type: CC

Service advisor: 557

Promised time: 05:00 PM

Promised date: 11/30/2012

Cell:

Waiter: No
Estimate: 0.00

228,80 **EMISSION/CHK ENG** 36 CHD. THE STATE OF FOREST AND STATE OF THE STATE O VALVE & GASKET 1 VALVE-EGR 130.00 4593888AA #6.00 WEASKERECRITUDE DANGE CONT. 5277928,4 364.80 136.00 Lbr: 228.80 Other: 0.00 Total Line A: Story 83448 EGRIFAILURE 2200 DEC SERFOR EGRICIR CUIFS DISCONNECTED EGR ELECTRICAL CONNECTOR AND VERIFIED POSITION SENSORIDRIMERANDICHASSIS CROUNDICHEUUS NOIR OBLEMS & SE FOUND, DEEMED INTERNAL EGR FAILURE, REPLACED LINEAR EGR 0.00 TIRE CHECK Tech(s): 2000 1970 0.00 Total Line B: 0.00 0.00 Lbr: 0,00 Other: N/C INFO ONLY Tech(\$): 1999 100 0.00 0.00 Other: 0.00 Total Line C: 0.00 Lbr: Story 83228 CUSTEREOUEST SERVICE ADV. COION FEST DRIVE COMPLAINT WHINE NOISE COMING FROM VEHICLE ALONG WITH RPM'S REWHIGH WHENSTOWING DOWNSHEST DROVE WEHICLE WHIELGUST AS THE NORMAL VEHICLE OPERATION AT TIME OF TEST DRIVE Customer Pay 228.80 Labor 136.00 Parts. 0.00 Lube 0.00 0.00 Miscellaneous/Shop Charge 0.00 Deductible 364.80 Total Charges 0.00 Less Insurance/Adjustment 8.16 Sales Tax 372.96 Total

Repair Order Detail - Customer Copy RO Number: 97291 RO Status: CLOSED

Customer Phone(s): Vehicle: 2A4RR6DX6AR	2010 TOWCOU WH	Cell:	
Mileage: 83,448 Service advisor: 557 Tag number:	Payment type: CC Promised time: 05:00 PM Promised date: 11/30/2012	Waiter: No Estimate: 0.00	0
36 CHD E	BIGFU/DASH/SEEMS TO/RUNI MISSION/CHK ENG IGHT/REPLA©FIEGRALIA ALVE & GASKET	ROUGH/ADV	228.80
Tech(s) 200 4593888AA 5277928 Pts: 136.00 Lbr: Story 83448 FGR FAILURE 2	1 VALVE-EGR JEGAGKENEGRUND 228.80 Other:	0.00 Total Line A:	130.00 6.00 364.80
DISCONNECTED EGR ELECT SENSOR DRIVER AND OHAS FOUND, DEEMED INTERNAL VALVE PER MISTRUMINATIO	RICAL CONNECTOR AND VERI SISTEROUND CIRCUITS NO PI EGR FAILURE. REPLACED LINE	FIED POSITION	
Tech(s) 200 Pts: 0.00 Lbr:	IRE CHECK 0.00 Other:	0.00 Total Line B:	0.00
	NFO ONLY		N/C
COMPLAINT WHINE NOISE C	0.00 Other: OMING FROM VEHICLE ALONG	WITH RPM'S	0.00
REV HIGH WHENSEOWING NORMAL VEHICLE OPERATION	DOWNGESTIDEOVEVERICUE ON AT TIME OF TEST DRIVE	WITHOUSTO	
	Customer Pay Labor Parts Lube Sublet Miscellaneous/Shop Char Deductible Total Charges Less Insurance/Adjustme		228.80 136.00 0.00 0.00 0.00 364.80 0.00

Sales Tax

Total

364.80

372.96

0.00

8.16

RO Number: 15812

RO Status: CLOSED

Customer Phone(s):

Vehicle: 2A4RR6DX6AR

Main: (513)314-1448 2010 TOWCOU

WHITE

Cell:

0.00

Mileage: 92,708 Service advisor: 557 Tag number:

Payment type: CASH Promised time: 05:00 PM Waiter: No

Estimate:

Promised date: 03/14/2013

GUST STATE WHEN DRIVING AT TIMES ON AGOE VEHICLE WILLINGTES MOVE/LIKE TRANS IS SLIPPING PLEASE ADV. 02 CHDS: AUTOMATICAL SALES TRANSMISSION REPAIR SUBL WSR ENTERPRISE RENTAL N/C 0.00 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: RESIGNA 927/08 A CUSAFIHAS CASE NUMBER WHITH CHRYSIDER/AFECHALOOKS VEHICLE FOR TEST DRIVE AND DID HEAR NOISE COMING FROM TRANS AREQUESTATO DROPPEAN FOR INSPARIGUSTAMILIS RETURNE OR INSPARIGUSTAMICA RETURNED OR INSPARIGUA RETURNED OR INSPARIGUA RETURNED OR INSPARIGUA RETURNED OR INSPARIGUAR R AND OR REPAIR ONCE CHRYSLER AUTH, RENTAL VEH, CUST REQUEST BOOK AND USINSTATES AT A MES WHEN COMING TO A STOP AND ERKING ENGIREM ASSESSED. WILL RACE UP TO 2000 RPM'S I HAVE BEEN ON TEST DRIVE WITH CUST. ANDHAVESEENTHISHAREN CHD ENGINE REPAIR 0.00 0.00 Lbr. 0.00 Other: 0.00 Total Line B: 0.00 Story 42708 CSEE OTHER ROLL RENTAL COVERAGE 0.00 RENTAL C (Conf.(S)) 999 0.00 Total Line C: 0.00 0.00 Other: Pts: 0.00 Lbr: D CUST HAS CASE NUMBER WITH CHRYSLER #23177462 BRYON 800-992-1997 NEO TO THE SECOND PROPERTY OF THE PROPERTY OF Tech(s): 999 TO THE PROPERTY OF THE PROPERT NOT CLOSE WITH POWER/ADV Tech(s): 163 FAX XXXOUSTIREOUESTRESTRESTRESTREPLACEDRIMERS SIDEMITRORED **BODY SYSTEM REPAIRS** 0.00 11 Tech(s): 1968 144 145 PER DEPARTMENT 0.00 0.00 Total Line F: 0.00 Other: .0.00 Lbr:

Customer Pay

Labor		0.00
Parts		0.00
Lube		0.00
Sublet	2	0.00
Miscellaneous/Shop Charge		00.0
Deductible		0.00
Total Charges		0.00
Less Insurance/Adjustment		0.00
Sales Tax		0.00
Total		0.00

RO Number: 20638

RO Status: CLOSED

RO Numbe	er: 20638 RO 8	status: CLOSED	
Customer Phone(s): Vehicle: 2A4RR6DX6AR	2010 TOWCOU	Cell: WHITE	
Mileage: 98,298 Service advisor: 557 Tag number:	Payment type: CASH Promised time: 05:00 Promised date: 05/07	PM Estimate:	0.00
A GUST STATES DRIMERS WINDOW ALSO IS INOP/	SEIDING DOOR INORW	HEROMEROREN/GD	OSE, MARKET AND
INFO ON INFO		Language Company of the Company	\$1,0200
Pts: 0.00 Policies A Story: 98298 NO WORK PERF CHRYSLER ON ABITH FOR RE	ORIVIED AT THIS TIME W	ORKING WITH	
NIGHT			
	O ONLY	CL VEHICLE WILL NOT SE/ADX	MOVE 0.00
Tech(s): 999 Pts: 0.00 Lbr: Story: 98298; NOWORKEERE	0.00 Other:	0.00 Total Line I	3: 0.00
C/ CUST STATES PASSISTO, /CLOSE ADV.	eshdingdoorhasa	GRINDINGISEWHEN G	JPENIA STATE
06 EE Tech(s): 999	EORICALEREPAIRS		7991355000
Pts: 0:00 Lbr Story: 98298 NO WORK PERF	ORMED AT THIS TIME	0.00 Total Sine)	2.20.00
	Customer Pay Labor Parts Lube Sublet Miscellaneous/Shop	Charge	0.00 0.00 0.00 0.00
	Deductible Total Charges Less Insurance/Adju Sales Tax Total	ıstment	0.00 0.00 0.00 0.00 0.00

RO Number: 21083

RO Status: CLOSED

Customer Phone(s): Vehicle: 2A4RR6DX6AR

Main: TOWCOU

Cell: WHITE

): _______

Mileage: 98,853 Service advisor: 557 Tag number

Payment type: CC Promised time: 05:00 PM Promised date: 05/13/2013 Waiter: No Estimate:

0.00

MOVE/SEE HIST AND ADV. 21550204 CANDESTINATE OF THE STATE OF THE ST REMOVE AND INSTALL 21950158 VALVE BODY REPLACE N/C Tech(s) 1140 2.23 RL078723AD 1 VALVE BOD-COMPLETE N/C 5010884AA N/C 68055894AA 8 *FLUID-ATF+4 N/C RESEAL BOTTOM OIL PAN SUBL WSR ENTERPRISE RENTAL N/C INV# 35107/5 WARR 9 经加热的 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00Story: 98853 MERHED/BUMPSHILETING IN 62TH TRANSPIREMOVED/BOWER/S TRANS PAN TO INSPECT FOR EXCESSIVE METAL WHICH WAS MINIMAL ATERRISARIME SORRELEVACED WALME BOID Y DULESPORSTROKING WALMES EVE RESEALED LOWER TRANS PAN, PERFORMED QUICK LEARN AND TOPPED WITH POWER/PLEASE CKA ND ADV. Tech(s): 200 68078885AG MAMIRING SPIDING DOOR TRACK Story: 98853 OPEN 100 FOUND NO COMMUNICATION WITH DMRL. TRACED ACIRCUITE AND FOUND FOR PRESIDENCIA OUT IN A REACK PARTIES SEED REPLACED LEFT TRACK HARNESS AND RE-CHECK OPERATION OK VEHICLE DOES HAVE POWERTRAIN WARRANTY INFO Tech(s): 999 Plo 2000 Hbb DAY A CUSTANTENDER PRISER ENDAL OKOBIER CHRYSUMR CARE #2842/986 PER ... LYNNE 877-759-5427 EX 4718026 RENTALAS PASOS STRENTALICOVERA Tech(s): 999

Customer Pay		
Labor		105.00
Parts		78.20
Lube		0.00
Sublet		0.00
Miscellaneous/Shop Charge		10.50
Deductible	2.	0.00
Total Charges		193.70
Less Insurance/Adjustment		0.00
Sales Tax		5.32
Total		100.00

Repair Order Detail - Internal Copy

RO Number: 21866

RO Status: CLOSED

Customer

Phone(s):

Vehicle: 2A4RR6DX6AR

2010 TOWCOU

WHITE

Click to View Cust Copy Cell:

Mileage: 99,390

Service advisor: 557 Tag number:

Payment type: CASH Promised time: 05:00 PM

Promised date: 05/21/2013

Waiter: Yes

Estimate: 0.00

Customer Comments: No

AFTER LAST WHEN DRIVING DONE ROUGH ROADS/ADV.

Tech(s): 200

Pts: 0.00 Ebt 0.00 Other Story: 99390 LUBRICATED LATCHES

Customer Pay

Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

RO Number: 25495

RO Status: CLOSED

Custome Phone(s) Cell: Vehicle: 2A4RR6DX6AR 2010 TOWCOU WHITE

Mileage: 102,919 Service advisor: 557 Tag number

Payment type: CASH Promised time: 05:00 PM Promised date: 06/28/2013 Waiter: No Estimate:

0.00

AT HIGHER SPEED AND ONCE AT LOWER SPEED/CK AND ADV. 08 CHD ENGINERERFORMANCE Tech(s): 200 Pts 0:00 Esi 0:00 Other 0:00 Total Line A ≥ 0:00

Story: 102919 CUSTOMER DECLINED CHECKOUT.

Customer Pay Labor 0.00 Parts 0.00 Lube 0.00 0.00 Sublet Miscellaneous/Shop Charge 0.00 Deductible 0.00 Total Charges 0.00 Less Insurance/Adjustment 0.00 Sales Tax 0.00 Total 0.00



Al Deeby Chrysler Dodge Jeep Ram

8700 Dixle Highway Clarkston, MI 48348-4237 248.620.0800 www.aideeby.com

Repair Order 354646

Service Advisor: William Pitt Started: 05/23/13 8:33 AM Completed: 05/23/13 8:35 AM

Priority: 5

Appointment: 174069

R509 Version MPK2.75.002

Customer 200932		Vehicle		Sen	ice History	1	
Lake Orion, MI Work: Home Cel	2010 Chrysle Color VIN Mileage Tag Number In-Service Engine Coverage Build Date Comments	stone White Clear Coat 2A4RR6DX6AR In: 99609 Out: 99615 2573 Plate No. 11/02/09 EGQ-4.0L V6 SOHC Engine 536 09/22/09	357149	07/31/13	106193 CI	JSTOMER	STATE
Task Opcode Description		Part or Technician	Qty	Pay Type	List Price	Unit Price	Pric

1 21DOZ

CUST STATES WHEN DECELERATING RPMS JUMP AND MAKES AN AUDIBLE WHINING

Complaint

CUST STATES WHEN DECELERATING RPMS JUMP AND MAKES AN AUDIBLE WHINING

NOISE/INTERMITTENTLY WILL NOT MOVE FORWARD IN GEAR FROM A STOP HAPPENS WARM/VIP SHOWS VALVE BODY RECENTLY REPLACED AT ANOTHER FACILITY FOR SIMILAR PERFORMANCE P

ROBLEM

Cause

technician unable to verify any abnormal shiftings concern, checked for DTC's, none, checked for related STAR cases and TSB's, none, checked trans fluid level

and condition-good.

Correction

Service Manager test drove vehicle with customer. RPM's jump when decelerating concern is normal, transmission downshifting, did hear a whining type noise, this would require more diagnostics, advised customer, customer to return for

noise issue.

Technician: Steven J Sellers

CS

0.00

Task Discount:

\$0.00

Task Total:

\$0.00

Start Time:

Stop Time: 8:35:47 AM

Actual Time: 0.00

Labor:	\$0.00
Parts:	\$0.00
Misc:	\$0.00
Discounts:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00



Ai Deeby Chrysler Dodge Jeep .

8700 Dixle Highway Clarkston, MI 48348-4237 248.620.0800 www.aldeeby.com Repair Order 354646

Service Advisor: William Pitt Started: 05/23/13 8:33 AM

Estimated: 05/23/13

Priority: 5

Appointment: 174069

R501 Version MPK2.75.002			Appointment:	174069
Lake Orlon, MI Work Hom Cell:	2010 TOWN Color VIN Mileage	Vehicle COUNTRY LIMITED WAGON Stone White Clear Coat 2A4RR6DX6AR In: 99609 Out: 0 2573 Plate No. 11/02/09 EGQ-4.0L V6 SOHC Engine 536 09/22/09	OPCHAP	Пень
Task Opcode Description		Part or Technician	Qty. Pay Type	Part Availability Status
COMPUNION CUST	STATES WHEN DECELERATING VINTERMITTENTLY WILL NOT M S VALVE BODY RECENTLY REF M Unassigned ON OF THE MANAGEMENT OF THE	E JUMP AND MAKES AN AUDIBLE WE'S RPMS JUMP AND MAKES AN AUDIBLOVE FORWARD IN GEAR FROM A STOPLACED AT ANOTHER FACILITY FOR UA LOS ISE / SEOUSATION OF GOOD LINE OF YOU WILL HOW BLAKLING	LE WHINING OP HAPPENS WARM/VIF SIMILAR PERFORMANCE WY M M M M M M M M M M M M M	PQ6
				9 27
Rental vehicles must be returned in the factory Warraniy constitutes all of the warranites with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranity or service contract is familiabed by the dealer to the purchaser, the seller hereby expressly disclaims all warranithes either expressly disclaims all warranithes either expressly disclaims all warranithes either express of implied, including any implied warranity of interchantability or filmess for a particular purpose, and the seller neither assumes nor authorizes any other person to easure for it as in the seller neither assumes nor authorizes any other person to easure for its item/items. \$25.00 per day storage fee for vehicles left longer than three days after completion date.	he same day repairs are complete Thereby authorize the repair work hereinafter to be not responsible for loss or damage to vehicle or air your control or for any delay caused by unaveilabill transporter. I hereby grant you endor your employe highway, or elsewhere for the purpose of testing an	eck here to Save Customer Initial done along with the necessary material and agree that you are close sen in vehicle in case of fire, then or any other cause beyon ty of parts or delays in parts shipmant by the supplier or sus permission to operate the vehicle herein described on street elfor inapocition. An express garagekeeper's lien is hereby unt of repairs thereto. I undendand that pursuant to add express in full or un	Labo	r: \$0.00 i
i I	This Contentity and may there:	vehicle rep	sairş	



Al Deeby Chrysler Dodge Jeep Ram

8700 Dixie Highway Clarkston, MI 48348-4237 248.620.0800 www.aldeeby.com

Repair Order 357149

Service Advisor: William Pitt Started: 07/29/13 10:58 AM Completed: 07/29/13 2:04 PM

Priority: 5

Appointment: 176510

R609 Version MPK2.75.002

Custo	mer 200932		Vehicle			Serv	ice History	1	
Lake Orion, Mi Work Hom Cell:		Color VIN Mileage	TOWN COUNTRY Stone White Clear 2A4RR6DX6AF In: 106193 Out: 6590 Plate 11/02/09 EGQ-4.0L V6 SOI 536 09/22/09	r Coat 106195 No.	AGO 354646	08/10/13	99609 CI	JST STATI	ES WH
ask Opcode Desc	ription		Part or Technician		Qty	Pay Type	List Price	Unit Price	Pric
1 02DOZ Complaint Cause Correction	CUSTOMER STATE: perform inspection, for Replace belt tensioner repair \$0.00 deductate	ound belt tensioner wo or and belt, noise no k	NOISE HARD HAR Bak	D RIGHT OR	LEFT Jwill				
Techni	iclan: Gerald Parko				0.4	PS			0.00
		Start Time:		Stop Time: 2	2:04:53 PM	Actual 1	fime: 0.00		
BELT	-SERPENTINE		04891875AA		1	PS	28.85		0.0
TENSI	ONER-BELT		04593805AB		1	PS	93.25		0.0
						1	ask Disco	ount:	\$0.0

Labor;	\$0.00
Parts:	\$0.00
Misc:	\$0.00
Discounts:	\$0.00
Subtotal:	\$0.00
Sales Tax;	\$0.00
Total:	\$0.00



R501 Version MPK2.75.002

<u>Al Deeby D</u>odge Chrysler Jeep Ram

8700 Dixle Highway Clarkston, MI 48348-4237 248.620.0800 www.aideeby.com Repair Order 357149

Service Advisor: William Pitt Started: 07/29/13 10:56 AM Estimated: 07/29/13 10:56 AM

Priority: 5

Appointment: 176510

WAIT

Service History Customer 200932 Venicle 2010 TOWN COUNTRY LIMITED WAGON 354646 06/10/13 99609 CUST STATES WH Stone White Clear Coat Color Lake Orlon, MI VIN 2A4RR6DX6AF In: 106193 Out: 0 | 06 | 93 Mileage Work 6590 Plate No. Hom Tag Number In-Service 11/02/09 Cell: Engine EGQ-4.0L V6 SOHC Engine 536 Coverage **Build Date** 09/22/09 Comments Part Part or **Avallability** Status Task Opcode Description Technician Qty. Pay Type 19200Z GUSTOMER STATES CHIRPING TYPE NOISE HARD HARD RIGHT OR LEFT Tau/ Estimato: 348.80 Complaint CUSTOMER STATES CHIRPING TYPE NOISE HARD HARD RIGHT OR LEFT CS Technician: Unassigned

C: BRIT HUISEY WRAKE TRUSIONER

C: REPLACED BELT & TENSIONER 68) 68) 11:1 STALLING ! All parts removed will be discarded unless instructed otherwise. Check here to Save ____ Customer Initials Rental vehicles must be returned the same day repairs are complete.

The Factory Warranty constitutes all of the werranties with respect to the sale of this item/lens. Unless a superale written document showing the terms of any deeler werranty or service contract is furnished by the dealer to the parchesar, the settler service sepress or implied, including any implied warranty or merchanishity of fitness for a particular purpose, and the setter restricts and the settler settler settler settlers and the settler restricts and the sett In sector such order to the repair work insertination to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or attoine set in vehicle in case of tire, that or any other cases beyond your control or for any delay caused by unavailability of parts or delays in parts uhipment by the supplier or transporter. I hereby grant you and/or you's employeas permission to operate the vehicle hereth desorted on street, highway, or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on stores vehicle to according to the mount of repairs. Wheelot, I understand that pursuant to said coprose garagekeeper's lien. I have no right of possession to the above/vehicle until the repairs have been paid in full or until you and/or your employee. Estimate: \$49.00 \$25.00 par day storage fee for vehicles left longer than three days after completion date. This Dealership's Labor Time Guide reflects on availage time requirement for performance of specific vehicle repairs and may therefore be either more or less then the actual-clock time in any given instance.



Al Deeph Douge Ciliyalol Jeep IV

8700 Dixle Highway Clarkston, MI 48348-4237 248.820.0800

www.aldeeby.com

Service Advisor: William Pitt Started: 07/29/13 10:56 AM Completed: 07/29/13 11:59 AM

Priority: 5

Appointment: 176510

Repair Order 357149 R507 Version MPK2.71.010

	2010 Chrysle	r TOWN CO	UNTRY LIMITED WAG	
	Color	Stone White	Clear Coat	
ake Orion, MI	VIN	2A4RR6DX	6AF	
/or	Mileage	in: 106193	Out: 106195	
оп	Tag Number	6590	Plate No.	
ell e	In-Service	11/02/09		
	Engine	EGQ-4.0L V	6 SOHC Engine	
	Coverage	636		
	Build Date	09/22/09		
	Comments			

Task	Opcode	Description	Part or Technician	Qty	Рау Туре	Price
130	0200Z.	CUSTOMER STATES OHIRPING TY	PE NORE HARD HA		Task Estima	to: \$40.00
	Complai Cause Correction	perform inspection, found belt ter		FT		
	02DOZ	Technician: Gerald Parko	185		PS	\$0.00
		BELT -SERPENTINE	04891875AA	1	PS	\$0.00
		TENSIONER-BELT	04593805AB	1	PS	\$0.00
					Task Discount:	0.00
					Task Total:	0.00

The Factory Warranty constitutes all of the warranties with respect to the sale of this terriflers, Unless a separate written document	Repairs properly completed and checked by:	Estimate: Labor:	\$49.00 \$0.00
showing the terms of any degler warranty or service contract is furnished by the degler to the purchaser.		Parts:	\$0.00
the celler hereby expressly disclains all warranties either express or implied, including any implied	1)	Miscellaneous:	\$0.00
verranty of merchantebility or fitness for a perticular purpose, and the seller neither easures		Subtotal:	\$0.00
nor authorizes any other person to assume for it my liability in connection with the sale of this		Sales Tax:	\$0.00
em/tems,		Total:	\$0.00
125.00 per day storage fee for vehicles left longer han three days efter completion date,			
		-	
·····			

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Legal Claims

RONALD J. BOLZ CHRISTOPHER M. LOVASZ STEVEN S. TOTH CHRISTOPHER A. WINKLER KATHERINE M. PITTEL CARL SCHWARTZ CONSUMER SEGAL SERVICES, P.C.

30928 FORD ROAD GARDEN CITY, MI 48135 (734) 261-4700 FAX (734) 261-4737

ATTORNEYS AND COUNSELORS

www.LemonAuto.com

Chrysler Group LLC
Office of the General Counsel

February 21, 2012

Office of General Counsel Warranty Litigation Dept. 1000 Chrysler Drive CLMS #485-13-32 Auburn Hills, MI 48326-2766

RE:

2010 Chrysler Town & Country VIN: 2A4RR5D17AF

FEB 2 9 2012

By Mail/Reg. Agent
Sec. of State/Proc. Server

RECEIVED

MAR 0 1 2012

MILLER, CANFIELD, PADDOCK AND STONE, P.L.C.

Dear Sir/Madam:

Please be advised that I represent in regards to the above referenced matter. Pursuant to our recent telephone conversation, I will refrain from filing suit in an effort to resolve this matter prior to litigation upon your request. In order for you to evaluate this matter, the following is a detailed repair summary relative to Ms. Joaquino's 2010 Chrysler Town & Country (see enclosed copies of repair orders):

<u>Date</u>	<u>Mileage</u>	Invoice #	Complaint
07/18/11	12,275	40384	Recall #L25 completed, inspected WIN module and installed detent kit
08/04/11	13,044	41119	TRANSMISSION DEFECT: Jerks when changing gears; STRUCTURAL DEFECT: Passenger sliding door is noisy when opening, both doors are noisy, mostly right side
08/17/11	13,424	41629	STRUCTURAL DEFECT: Drivers sliding door makes noise when opening, passenger door makes noise sometimes also, worse first time in morning; TRANSMISSION DEFECT: Vehicle jerks when put in reverse or drive from park, worse in reverse, can also feel when passing on highway

Office of General Counsel February 21, 2012 Page Two

<u>Date</u>	<u>Mileage</u>	Invoice #	Complaint
09/19/11	14,368	42877	ELECTRICAL DEFECT: While driving radio went out, turn signal and lights out; TRANSMISSION DEFECT: Shifting hard and late
09/29/11	14,772	123624	ELECTRICAL DEFECT: When driving loose power to radio and HVAC; TRANSMISSION DEFECT: Transmission does not shift smoothly
10/27/11	15,611	125155	TRANSMISSION DEFECT: Intermittent jerking from transmission; ELECTRICAL DEFECT: Since performing Recall #L25 the electrical goes out, vehicle runs but has to pull over, stop, restart to get to work
01/04/12	17,705	128498	TRANSMISSION DEFECT: Jerks on 2 nd to 3 rd shift, every day warm or cold; BRAKE DEFECT: When braking from high speeds vehicle vibrates, felt in entire van, pulsating feeling; DRIVEABILITY DEFECT: Vehicle vibrates at highway speeds

On or about June 17, 2010, Ms. purchased the 2010 Chrysler Town & Country from Cueter Chrysler Jeep Dodge, LLC. Ms. has submitted the 2010 Chrysler Town & Country for vehicle defects on at least seven (7) different occasions. The limited written warranty provides that Chrysler Group, LLC, or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Chrysler's inability to repair this vehicle after seven attempts is a breach of its warranty and violation of the Michigan Lemon Law. As such, Ms. respectfully requests that Chrysler Group, LLC repurchase the 2010 Chrysler Town & Country and pay her attorney fees and costs.

Office of General Counsel February 21, 2012 Page Three

It is my understanding that you will review this matter and contact me within 30 days upon receipt of this letter.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Katherine M. Pittel, Esq.

KMP/klw Enclosures

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

	mber 6521\$ Contract No	
nyer (and Co-Buyer) - Name and address (include county and		name and address)
URINVILLE HI WASHTENAM	2446 HASH YPSILANTI	RYSLER JEEP DODGE LLC TENAK AVE NI 48197
the Buyer (and Co-Buyer, it any), may buy the vehicle descrive the agreements on the front and back of this contract. You nent schedule shown below. We will figure the Finance Charge	e on a daily basis.	By signing this contract, you choose to buy the vehicle on cred the Amount Financed and Finance Charge according to the Primary Use for Which Purchased
or Used Year Make and Model	Vehicle Identification No.	Expersonal, family, or household
HEN 2010 TOWN/COUNTRY	2A4RR5D17AR	□ business □
FEDERAL TRUTH-IN-LENDING DISCL	OSURES	I tomprison this contract requires (see Dack) from
FEDERAL TRUTH-IN-LENDING DISCL ANNUAL: FINANCE: CHARGE: The dollar The amount of the provided to a yearly got of the credit will cost got or on your behalf. O -00 5 5 1 -00 0 5 5 2 5 2 5 2 5 2 5 2 5 2 5 2 5 2 5	of Payments amount your many paid state Print total cost were paid started and survey paid state of the total cost your purchase credit, including your deep of \$1529.38 This Or as Follows 72010 This Or as Fo	Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell serior of contract insurance to sell selection of the provided of the pay other insurance will not be a factor to buy or not buy other insurance will not be a factor to buy or not buy other insurance will not be a factor to buy or not buy other insurance will not be a factor of the provided process. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions. Check the insurance you want and sign below: Optional Credit Insurance. Credit Life: Buyer Co-Buyer Debt Credit Disability (Buyer Only) Premium: Credit Life \$ K/A Credit Disability (Buyer Only) If A (Insurance Company) If A (Insurance Company) If A Credit Ille Insurance and credit disability insurance and credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit linsurance on the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit linsurance pays only the amount you would owe you paid all your payments on time. Credit disability insurance ends on the original due date for the la payment unless a different term for the insurance shown below.
D Government liceses fees und/or registration fees (identify the liceses fees and/or registration fees (identify the liceses). E Government certificate of title fees. F Other charges (Seller must identify who is paid and describe purpose). to W/A for W/A	s15_	00
to R/A tor R/A to R/A for R/A to R/A for R/A to R/A tor R/A to CVR for TITLE ARD/OR G Net trade-in payoff to N/A Total other, charges and amounts, paid to others on your be 5 Amount Financed (3 + 4)	REG FEE \$ 24	I want the insurance checked above. I want the insurance checked above. X I want the insurance checked abo
contract must be in writing and we must sign it. No oral change suyer Signs X any part of the support of the su	s are binding. Co-Buyer Sig d. We may delay or refrain from this without extending the time for the with the Seller. The Sereunder does not	enforcing any of our rights under this contract without losing
damage to property of others, unless	so indicated hereon.	are entitled to 1 true copy of the cont

Date Address

Other owner signs here X

Lessee's Signature(s)

APPLICATION FOR MICHIGAN TITLE & REGISTRATION DEPARTMENT OF STATE STATE OF MICHIGAN STATEMENT OF VEHICLE SALE **GEAL # 75265** 3671772910 Purchase Date Invoice/Stock No. 108643 06/17/2010 Delivery Date Invoice/Stock No. Dealer CUETER CHRYSLER JEEF-DODGE, LLC Address 2.148 WASHITENAW YPSILANTI Clty NEW PLATE Months Explres on Zip Code RENEWAL TRANSFER State Day Year County Month **MICHIGAN** WASHTENAN Code County Phone Number Body Style Sales Tax License Make Dealer License STA HGN CHRYSLER 2010 A-002032 Fee Category/Weight License Fee Vehicle No. Trade-In Yes 11 No. H/A 2A4885B17AR ☐ Demo Used Vahicle Sold Driver License No./PID of A Vehicle No. 15,00 Trade-in Year Make County of Residence Title Late Fee NIA WASHTENAN TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES Complete Names and Addresses of All Owners or Lessors Expires 15 days after delivery date 1783,38 Plate transferred from: Year Make Reg. Transfer Fee 3,00 NORTHVILLE MI Temp. Expiration Date Plate No. Total - Transfer to #4 Complete Names and Addresses of All Owners or Lessees 1806, 38 VEHICLE USE AND HISTORY DISCLOSURE: Full Rights to Survivor : VEHICLE HAS BEEN FLOOD-DAMAGED POLICE VEHICLE --Yes No GOVERNMENT. YEHICLE SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED Insurance Company TAXI AAA ODOMETER MILEAGE First Secured GHAC The following section-must be completed when odometer interest _ disclosure is required. The odometer mileage reading 13 13 06/17/2010 P.O. 80X 8118 must match the mileage reading disclosed to the purchaser on the title and/or mileage statement. Address City-State Zip COCKEYSVILLE MD 21030 NO TENTHS 29509.00 actual mileage ont actual mileage exceeds mechanical limits of odometer 1. PURCHASE PRICE OF VEHICLE & Accessories) (Documentary Fee, Service Fee, 190.00 2 OTHER TAXABLE CHARGES 06 I have selected and agree to pay the 24,00 OPTIONAL \$24 CVR electronic filling fee 2. A. OPTIONAL \$24 ELECTRONIC FILING FEE Customer Initials 23723.00 Factory List Affixed to Vehicle 3. TOTAL TAXABLE PRICE Factory Installed Accessories 1866.38 4. (Above total) SALES TAX - LICENSE - TITLE Dealer installed Accessories When Optional to Purchaser 射/A 5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.) 31529,38 6, TOTAL DELIVERED PRICE H/A REMARKS: 7. CASH ON DEPOSIT THE DRIVEN CHARLES WELL STORE THE SECRETARY CONCLUSE ALL DESIGNATION INCL 1000.00 REB 4000.13 THE RELEASE THE CONTROL OF STATE AND CONTROL OF THE STATE OF THE ACCUMULATION OF THE STATE OF TH B. CASH DUE ON DELIVERY MIA 9. TRADE-IN MINORAN ASSESSION THAT EVALUE OF THE MAINLESS PROPERTY. H/A NIA 10. LESS LIEN Temporary Yes No 4000.18 Temporary Registration No. 11, TOTAL DOWN PAYMENT DAVID SEAN PROCTOR 27529,20 12. UNPAID BALANCE TO BE FINANCED Salesperson N/A CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY 13. INSURANCE SURCHARGE* "The information you see on the window form for this vehicle is part of this contract.

Information on the window form overrides any contrary provisions in the contract of sale." 27529.20 14. TOTAL AMOUNT OF FINANCE CONTRACT "I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM, I WARRANT THE TITLE TO THE VEHICLE AND GERTIFY THAT THE VEHICLE IS * TYPE OF INSURANCE WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan law.

CREDIT LIFE

HEALTH & ACCIDENT CREDIT LIFE AGENT GAP INSURANCE PURCHASER WARNING: DO NOT SIGN BLANK FORM I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify that my driver license is not suspended, revoked, or denied, as a repeat offender and I am eigible to purchase or register the vehicle. I further certify that if a tax exemption is shown above it is valid. 96/17/10 u sight. Date

Date

Purhaner's/Lessor's Signature(s)



SERVICE INVOICE SERVICE DEPT. HOURS

Monday 7:00 A.M. - 7:30 P.M. Tuesday - Friday 7:00 A.M. - 6:00 P.M. Saturday 8:00 A.M. - 4:00 P.M.

CELL:

CHCS40384

04/13/10

190

10864X

DELIVERY MILES

07/18/11 858 1127 KURT LINSENMEYER CUSTOMER NO. 55140 DARK CORDOV MILEAGE LICENSE NO. ABOR RATE 12,275 YEAR/MAKE/MODEL 10/CHRYSLER/TOWN/COUNTRY/STA WGN 06/17/10 SELLING DEALER NO. VEHICLE I.D. NO. NORTHVILLE, MI 2 A 4 R R 5 D 1 7 A R R. O. DATE 07/18/11 P. O. NO. COMMENTS ABOR & PARTS-----WARRANTY TECH(S):1078 RECALLS J# 1 03CHZ RECALL L25 WIN MODULE DETENT RING 08L25182 .2 ZZ INSPECTED WIN MODULE AND INSTALLED DETENT KIT PER RECALL. PARTS------QTY---FP-NUMBER-------DESCRIPTION---------UNIT PRICE-WARRANTY RECALL CBN1L251-AA 1 0.00 JOB # 1 JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS INTERNAL TECH(S):1078 SEASONAL INSPECTION J# 2 01CHZ004 INSPECT: Tires/Tire pressure; windshield wipers; exhaust system; exterior lamps; CV joint boots (where applicable); Applicable rack & pinion steering boots: Cooling system mixture/leaks: Air filter: Shocks/Struts: Belts/Hoses: COMPLETED INSPECTION OF COMPONENTS LISTED ABOVE.UNIT PRICE-PARTS-----OTY---FP-NUMBER------DESCRIPTION-----0.00 JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS ESTIMATE----CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TECHNICIAN CERTIFICATION-----M198134 DONISON HUFF TOTALS-----TOTAL LABOR.... 0.00 WELCOME TO CUETER CHRYSLER JEEP DODGE 0.00 WHERE OUR NAME MEANS "A GREAT DEAL" 0.00 TOTAL SUBLET... TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.... 0.00 VISIT OUR WEBSITE WWW.CUETER.COM 0.00 0.00 CALL TO SET UP YOUR NEXT APPOINTMENT 0.00 COME AND SEE OUR STATE OF THE ART COLLISION CENTER !!!!!!! 0.00 **TOTAL INVOICE \$** ALL SPECIAL ORDER PARTS ARE NON REFUNDABLE ***************** DON'T FORGET TO GIVE US YOUR EMAIL FOR VALUABLE COUPONS STATE OF MICHIGAN REPAIR FACILITY # F149685 CUSTOMER SIGNATURE Custor********** DUPLICATE INVOICE пинули Јеер ја почив BURGARAGE

CUSTOMER COPY

PAGE 1 OF 1

STATE REGI FED I.D. NO.

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

THE SELLER, CUETER CHRYSLER · JEEP DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE AND CUETER CHRYSLER . JEEP . DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR I ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

WE GUARANTEE OUR SERVICE LABOR FOR 90 DAYS OR 4,000 MILES PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES OR WHICHEVER COMES FIRST. IF OUR REPAIR OF REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD WE'LL FIX IT FREE OF CHARGE EXCEPT FOR ABUSE.

MOPAR parts and accessories installed by a Chrysler dealer are warranted for 12 months or 12,000 miles, whichever occurs first.

CUETER CHRYSLER • JEEP • DODGE 2448 WASHTENAW AVENUE YPSILANTI, MI 48197 PHONE (734) 434-2424

IMPORTANT You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Very Satisfied", please contact our Service Manager Thank You

THANK YOU

I END OF INVOICE 1 05:56pm



SERVICE INVOICE SERVICE DEPT. HOURS

Monday 7:00 A.M. - 7:30 P.M. Tuesday - Friday 7:00 A.M. - 6:00 P.M. Saturday 8:00 A.M. - 4:00 P.M.

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PAGE 1 OF 1 CUSTOMER COP	Y	i ENI	OF INVOICE	05:57pm	ТНА	ANK YOU



SERVICE INVOICE SERVICE DEPT. HOURS

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SERVICE INVOICE SERVICE DEPT. HOURS

Monday 7:00 A.M. - 7:30 P.M. Tuesday - Friday 7:00 A.M. - 6:00 P.M. Saturday 8:00 A.M. - 4:00 P.M.

							CELL		
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55140		LABOR BATE	LICENSE NO.	MILEAGE	14,368	COLOR DARK	CORDOV	10864X	
		YEAR / MAKE / MODEL 10/CHRYSLE	TOWN /C	OUNTRY/STA	WGN	DELIVERY D	/17/10	DELIVERY MILES	1
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Make	AOTH MEXT Abbournes	II CAMINO CONTRA			
				CEL	
CUSTOMER NO.	HARLEY WOOD	571	TAG NO. 363	09/29/11	DOCS123624
84999	LABOR RATE	LICENSE NO. MIL	14,772 /	COLOR	STOCK NO.
	YEAR / MAKE / MODEL	TOWN & COUNTRY/		DELIVERY DATE	DELIVERY MILES
A CONTRACTOR OF THE PARTY OF TH	INEMICI E LD NO		TER WEI	SELLING DEALER NO.	PRODUCTION DATE
NORTHVILLE, MI	2 A 4 R R S	D 1 7 A R		P. O. DATE 09/29/11	
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* NEXT RECOMMENDED SERVICE: * 09/29/2011 / 17772 MI 27DOFUTUREAPP	T DIT STOD INSDECTION	*		AGES TO PROPERT	Y, DAMAGES FOR LOSS C HE, LOSS OF PROFITS, O HER INCIDENTAL DAMAGES.
* 09/29/2011 / 1/1/2 HI 2/20/ 010KB * * * * * * * * * * * * * * * * * * *	**********			*SHOP MATERIA	AL - A 15% CHARGE O
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IF YOU HAVE ANY QUESTIONS OR CONCERNS. SERVICE MANAGER, JOE PROKES, AT 734-45	1-333.	TOTAL INVOICE	\$ 0.00	BATTERY CLEAN	NER, WIRE, ETC. ALS
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STATE REG. NO. F 163561 (EFFECT SIGNATURE	TIVE 12/08/2011) DATE				
CUSTOMER SIGNATURE DUP	_ ICATE INVOIC	E *********	*****		

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		Within 1964 (-						
CUSTOMER NO.			ADVISOR		69214	TAG NO 770	11/02/11	DOCS 125155
CUSTOMEN INC.	34999		ALLAN LABOR RATE	LICENSE N		15,611 /	COLOR	STOCK NO.
							DELIVERY DATE	DELIVERY MILES
		<u> </u>	10/CHRYSLE	R/TOWN &	COUNTRY	//4DR WGN T	SELLING DEALER NO.	PRODUCTION DATE
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PAGE 1 OF 2	<u>!</u>	CUSTOMER COPY		[CONTINU	ED ON NEXT	PAGE] 06:42pm		

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PAGE 1 OF 2

CUSTOMER COPY



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STOMER NO. 04000		ADVISOR		1134	TAG NO. 651	01/06/12	DÖCS128498
84999		ALLAN LABOR RATE	LICENSE NO.		17,705	COLOR	STOCK NO.
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		10/CHRYSLE	R/TOWN & CO	UNTRY	//4DR WGN T	SELLING DEALER NO.	PRODUCTION DATE
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[CONTINUED ON NEXT PAGE] 06:41pm

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Legal Claims

The Riffe Law Firm

A Texas Professional Limited Liability Company

2591 Dallas Parkway · Suite 300 · Frisco, Texas 75034

Telephone: 214-281-8909

Facsimile: 888-370-3148

Email: briffe@riffelawfirm.com

August 22, 2012

VIA CERTIFIED MAIL

Chrysler Group, LLC Warranty Litigation Office of General Counsel 1000 Chrysler Drive, CIMS 485-13-32 Auburn Hills, MI 48326-2766

Re:

Settlement Demand

2010 Dodge Grand Caravan

Vehicle: Purch/Lease Date:

October 30, 2009

rurch/Lease Da VIN:

Our Clients:

2D4RN5DX4AR

Current Mileage:

68,000

Early Resolution Program

AUG 3 1 2012

RECEIVED

Dear Sir or Madam:

Please be advised that this office has been retained by regarding the above-referenced vehicle which was obtained from Lou Fusz Chrysler (3480 Highway K, O'Fallon, MO 53368). Since that time, my clients' vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, my clients have been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

- 1. HVAC;
- 2. Overheating;
- 3. Electrical;
- 4. Brakes;
- 5. Engine and Transmission;
- 6. Trim; and
- 7. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

The second secon

Chrysler Group LLC Office of the General Counsel

AUG 2 9 2012

MELMA, CANFIELD, PADDOCK AND STONE, P.L.G. These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Texas Lemon Law, the Magnuson-Moss Warranty Act and the Texas Uniform Commercial Code.

Therefore, you (and the authorized dealer) are hereby notified that my clients are revoking acceptance of the vehicle effective immediately. My clients have directed this office to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our clients may return the vehicle and recoup these expenses. DO NOT CONTACT MY CLIENTS UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.¹

Further, I am putting you on notice under the Texas DTPA, Section 17.50 you may be liable for up to three (3) times economic damages, plus attorney's fees and costs. Those damages are as follows:

- 1. The Total Purchase/Lease Price (including finance charges) of approximately \$34,092.00;
- 2. Any out of pocket expenses (to be furnished later);
- 3. Attorneys Fees and Costs of \$2,500.00.

Please contact this office as soon as possible to discuss resolving this matter. Should you require copies of the purchase documents, repair orders in my clients' possession, and any other documents pertinent to this claim, please do not hesitate to contact the undersigned. I would like to be able to reach an amicable agreement within the sixty (60) days required by the Texas DTPA. However, if this is not possible, I have been directed by my clients to commence formal legal proceedings at that time.

Sincerely,

Attorney for Kurt Smith & Teresa

Upchurch

cc:

^{&#}x27;Until this matter is resolved, my clients reserve the right to make appointments to have current and future defects repaired by any authorized dealer of the consumers' choice, especially while the vehicle remains under warranty.

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Legal Claims

MATTER # 1243223

FILE TYPE Case

FILE NAME
CAIR #

DATE OF Unknown

INCIDENT UNKNOW

DATE OF NOTICE 4/23/2012

MODEL/MODEL

YEAR

LAKE ORION, MI

VIN 2A4RR6DX6AR

MILEAGE Unknown

OWNER Gassman (Staci)

COURT Circuit Court, Oakland, MI

DOCKET #

ALLEGED DEFECT Stalling

DESCRIPTION Recall L25 was performed on this vehicle on 1/30/2012. On

3/12/2012, the customer called stating she broke two keys off while trying to start the vehicle because it is so hard to turn. She stated that her first key cracked and sometimes when in a hurry the system locks her out and she has to gently remove the key and start the car slowly to reset everything. On 4/23/2012, customer stated the "ring popped out" and the only way to drive the vehicle is to push in the ring, but any kind of bump makes it pop out and the vehicle dies. On 5/23/2013, customer reported she had an accident in March of 2013

because the vehicle stalled and a car rear ended her.

CRASH Yes
INJURIES 0
FATALITIES 0

ANALYSIS Dealer reinstalled the trim ring for the WIN module and replaced two

FOB-integrated ignition keys.

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Legal Claims

MATTER # 1228722 FILE TYPE Claim

FILE NAME

CAIR # 21388158

DATE OF Unknown
INCIDENT

DATE OF NOTICE 9/26/2011

MODEL/MODEL

YEAR

2010 Chrysler Town & Country Touring

VIN 2A4RR5D17AR

MILEAGE 14,005

OWNER

NORTHVILLE, MI

. WHITMORE LAKE, MI

COURT NA
DOCKET # NA

ALLEGED DEFECT Stalling

DESCRIPTION Recall L25 was performed on 7/18/2011. On 9/26/2011, Mr.

called stating his electrical was going out. The radio, the turn signals and the power windows stopped working, but there was no mention of stalling. Mr. stated the first dealer he took the vehicle to could not diagnose the problem, but another dealer told him "bumps in the road and bump the ignition out of the active position and cause the vehicle to stall." He also stated that the "electrical system went off while driving the vehicle lost turn signals while engine was still running and after parking the vehicle the windows were inoperable." The second owner of this vehicle, presented the vehicle to a dealership on 7/5/2013 stating the vehicle had stalled

once while driving.

CRASH No INJURIES 0 FATALITIES 0

ANALYSIS Dealer repaired a loose connector and replaced the WIN module.

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Legal Claims

MATTER # 1232480 FILE TYPE Claim

FILE NAME

CAIR # 22426802

DATE OF Unknown
INCIDENT

DATE OF NOTICE 7/16/2012

MODEL/MODEL

YEAR

2010 Chrysler Town & Country Touring

VIN 2A4RR5D18AR

MILEAGE 60,646

OWNER

DEARING, GA

DOCKET # NA

ALLEGED DEFECT Stalling

DESCRIPTION Recall L25 was performed on this vehicle on 7/19/2011. On

7/16/2012, the customer stated that Recall L25 had been performed on her vehicle 3 to 4 times, and after the last repair there was an incident where she veered off the road and went into a ditch because

the vehicle shut off.

CRASH Yes
INJURIES 0
FATALITIES 0

ANALYSIS The dealer could not verify the complaint, but the ignition switch was

replaced.

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Legal Claims

MATTER # 1233155 FILE TYPE Claim

FILE NAME

CAIR # 22120017

DATE OF Unknown

INCIDENT

DATE OF NOTICE 8/7/2012

MODEL/MODEL 2010 Dodge Grand Caravan

YEAR

VIN 2D4RN5DX4AR

MILEAGE Unknown

OWNER

FORT WORTH, TX

DOCKET # NA

ALLEGED DEFECT Electrical

DESCRIPTION Recall L25 was performed on 8/15/2011. On 8/7/2012, the customer

stated that the A/C and radio both quit working while driving. No

mention of stalling.

CRASH No
INJURIES 0
FATALITIES 0

ANALYSIS Dealer advised they were able to duplicate the radio and A/C issue,

which they attributed to the detent ring.

Customer Assistance Inquiry Record (CAIR)# 21388158									
VIN	2A4RR5D17	AR	Open Date	09/26/2011	Built Date	04/13/2010			
Model Year	2010	Body	RTYP53	CHRYSLER	TOWN & C	COUNTRY TO	URING WAGON		
In Service Dt	06/17/2010	Mileage	14,005	Dealer Zone	42	DETROIT			
Plant	R	WINDSOR AS PLANT	VINDSOR ASSEMBLY PLANT Market U US						
Color	PUV DK. CORDOVAN PEARL COAT								
Engine	EGL	3.8L V6 OHV ENGINE							
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION							
Dealer	42835	DICK SCOTT	DODGE INC						
Dealer Address	684 ANN AR	BOR ROAD							
Dealer City	PLYMOUTH			Dealer State	МІ	Dealer Zip	48170		
Owner						Contact Type	TELEPHONE		
Address						Home Phone			
	NORTHVILL	ЕМІ				Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Electrical issues
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Electrical system shutdown while in use
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Transmission jerks

Briefly summarize why the customer is contacting Chrysler: Customer states that 3 weeks ago while he was driving the radio, turning signals and power windows stopped working. Customer states that he turned off and on the vehicle and the issue stopped. Customer states that he had a diagnostic completed at the dealership (26539) that was inconclusive. Customer states that he wants chrysler to guarantee that his vehicle will not do that again.

Briefly summarize what the customer is expecting: Customer seeks guarantee that his vehicle will not have electrical issues again. Agent advised customer that we are unable to guarantee that there will be no future issues if the issue can not be diagnosed. Agent advised customer to work with the dealership and their technical resources or go to another dealership for a second opinion.

Briefly summarize why the customer is contacting Chrysler: Customer states that he went to another dealership and they diagnosed the issued. Customer states the bumps in the road and bump the ignition unit out of the active position and cause the vehicle to stall. Customer states that the dealership told him that all he has to do it stop the vehicle and restart it. Customer states that he is not happy with this solution. Briefly summarize what the customer is expecting: Customer seeks assistance working with the dealership for another solution.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is 2

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 42835 Reassigned to 88F

Status update provided via email to the following email address:

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

Your Case Number: 21388158

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66301

My work hours: 6:30 am-3:00 pm Mountain Time Monday-Friday.

End of Status Update

* * * * * CASE MANAGER TEAM - District 88VÙ * * * * *

Original owner
Owned 1
New 1
Current 1
Still in warranty.
No service contract.

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

. Left message.

Agent attempted to contact dealer Service Manager Richard, however, SM not available. Left message for a return call at extension 66301 or email.

Customer called and stated dealer 26539 was not able to duplicate the problem. Caller states he took the vehicle to dealer 42835 and they diagnosed a problem with the ignition switch which problems he did not have until having recall L25 completed. Caller states his wife is afraid to drive the vehicle and would like a loaner vehicle while the vehicle is repaired. Caller is requesting a call from his case manager to see what needs to be done from here to repair the vehicle. Writer indicated we would follow up with the dealer and then with him.

Writer spoke with Joe Prokes-SM about this case. Joe-SM indicated the customer was last at their dealership on 09/29/11 with this concern but no repair action was given. Writer will check back with the customer and will call dealership back.

This customer is the original owner of the vehicle, maintenance CSC, 14,000 miles, no purchase history; vehicle is still under basic and Powertrain warranty, etc.

Owner complains about the vehicle having an electrical issue. Customer complains the electrical system went off while driving the vehicle lost turn signals while engine was still running and after parking the vehicle the windows were inoperable. Customer took vehicle in to the selling dealership and they were unable to diagnose his concern. Customer then took the vehicle into 42835 Dick Scott CJDR and they found the concern was related to the ignition system. Customer states the problem was not fully corrected as it has recurred just yesterday. Customer does not feel safe driving this vehicle and wants to leave it at the dealership until the problem is rectified. Customer wants to get alternate transportation. Advised alternate transportation cannot be provided until a detailed inspection is preformed on the vehicle and a repair action is provided by the dealership. Customer s wife is afraid to drive vehicle. Customer also mentioned a previous concern with the vehicle related to the transmission -- transmission jerks.

Advised ownerr to continue to work with the dealership. Writer emphasized that Chrysler will continue to fulfill the warranty obligation if a defect is present that necessitates a repair.

Advised that an email notification to the dealership with an unresolved concern will be sent in an effort to let the technician and the service manager know about this 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 electrical system shutdown while in use and transmission jerks.

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

Writer spoke with Joe Prokes-SM about this case today. SM will be looking into documenting this case today. REASSIGNED TO BC/DLR 42 42835 10/20/11 14:19 R 21388158 Left a message. returned call, however, SM is not available. Left a message. seeking to speak to CM. Writer advised customer that STAR is involved. Writer also informed customer of lines 106-107. Customer opted to leave a message for CM. Writer received a call back from Mr. indicating that since the last time we spoke the electrical issues on the vehicle have not manifested, however, he is still fearful about driving the vehicle at night on the freeway. Customer s main concern at this time is the Customer claims that when he speed up and change gears, vehicle acts up. When vehicle is in park position and ready to go, it jerks. Customer is still waiting for contact back from the dealership. Writer spoke with Joe Prokes and he indicated that the information listed in line 100 is inaccurate. Jim Corsick was working on a different vehicle. SM is contacting Mr to schedule an appointment for the customer to bring the vehicle in for inspection. *Contact Date:10/24/2011 Service Manager at the dealership has updated the CAIR# 21388158 An appointment has been set with the customer. Writer spoke with Joe Prokes-SM and he confirmed that the customer dropped off the vehicle this morning. Dealer will be inspecting the vehicle today. Dealer will call back with diagnosis results later.

Writer attempted to speak with Joe Prokes-SM, not available. Writer attempted to speak with Allan M. - SA assigned to the vehicle, not available. Harley-SA was unable to provided with any information other than the fact the vehicle came in today for an intermittent jerking from transmission while switching gears in highway. Writer will call back Monday morning.

Writer spoke with Joe Prokes and he indicated the vehicle has been dispatched but there is no current diagnosis yet. Writer will email Joe Prokes later this morning to get more information on what is going on with this vehicle.

Writer emailed Joe Prokes-SM about this vehicle.

Agent spoke to Sm Joe and he advise the agent that the customer s vehicle is repaired. dealer found that the underdrive compounder transfer gear and bearing and gaskets and seals. Check the bearing preloads and recondition the valve body and check the cooler. The underdrive compounder was noisy and worn and trans gear and bearing was worn. Repair was covered under warranty. SM doesn t see anything biled to invoice for rental. Customer has not pick up the vehicle. Vehicle is ready for pick

Agent spoke to SM joe and the customer concern all electrical was going out after the L25 recall and dealer found a connector was loose and dealer fix this issue and reconnected the the connector.

Agent spoke to customer and inform him of lines 148-150 and inform the customer that there vehicle is ready for pick up. Agent inform the customer that if they have any questions or concerns to call us back with referencing to the case number. Case is being closed but will be on file in the system. Agent inform the customer that the dealer did to a test performance before giving back the vehicle to the customer.

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

Customer A	Customer Assistance Inquiry Record (CAIR)# 21794254									
VIN	2A4RR5D11	AR	03/30/2010							
Model Year	2010	Body	RTYP53	CHRYSLER	TOWN & 0	COUNTRY TO	URING WAGON			
In Service Dt	02/24/2011	Mileage	19,402	Dealer Zone	35	WASHINGTO	ON			
Plant	R	WINDSOR AS PLANT	VINDSOR ASSEMBLY Market U US							
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT								
Engine	EGL	3.8L V6 OHV	3.8L V6 OHV ENGINE							
Transmission	DG2	6-SPEED AUT	6-SPEED AUTOMATIC 62TE TRANSMISSION							
Dealer	44144	MILFORD CH	RYSLER SALE	S INC						
Dealer Address	500 ROUTES	S 6 & 209								
Dealer City	MILFORD			Dealer State	PA	Dealer Zip	18337			
Owner	Contact Type TELEPHONE									
Address						Home Phone				
	GREELEY P	A				Country	UNITED STATES			

Corporate - Corporate Warranty Extension Letter - Minivan Brakes - Information Request - Default	(X36) Frt Brk Components (RT)
Product - Brakes - Pads/Shoes - Worn - Unknown	Brake wear and tear issue
Recall - L25: WIN MODULE DETENT RING - Advise Owner/Incomplete Recall	Customer informed of recall
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking a rental vehicle.
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	power failures to vehicle if keys touched in ignition

Briefly summarize why the customer is contacting Chrysler:Customer called seeking to lodge a complaint against the dealership (Dealer code: 44669) the complaint is that after purchasing the vehicle after 1000 miles \$600 had to spent on the rear axle and that the vehicle has ignition and brake

The break issue is about break pads wearing out too soon and the ignition issue syptoms are that if the keys are knocked or the vehicle goes over a bump the vehicle looses power, these issues have been diagnosed by the dealer but the work is yet to be carried out. The customer states that he will use a different dealership for further repairs including the current issues.

The customer also states that the customer called the delaership and asked for the dealership to stay open an extra 15 minutes due to travel time for dropping the vehicle, customer states the dealership declined and that if the customer did not like it the customer is free to take his business elsewhere

Briefly summarize what the customer is expecting: Customer is seeking a rental vehicle and to lodge a complaint against the dealership. 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 Preferred Afternoon/Evening call back number 8

Customer email address for case updates:

Reassigned to 88R

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

Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is

Customer email address for case updates:

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? 44669

Reassigned to 88F

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

Writer reviewed customer loyalty: Customer is original owner of the vehicle, only vehicle owned. Customer is under original warranty by both time and mileage. There are no Chrysler service contracts attached to the vehicle.

Writer contacted dealer 44669 and attempted to reach the Service Department. The service department did not answer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed Left message informing the customer that we will need to contact back due to the dealer being closed for the evening. Next contact scheduled for 01/23/12

Agent contacted dealer 44669 and talked to Service Manager (SM) Paul. Dealer states the customer had a big time attitude and now they get to find another dealership and is not dealing with them anymore and the vehicle is not there.

Agent attempted to contact customer at asking the customer which dealership the vehicle is going into for diagnosis.

Customer Mr calls to speak with their Case Manager.

Milfsord Chryslers he wants to go to.

Millsford

Agent contacted customer

Customer states the dealer informed him that if he was not happy with the repairs he could take his vehicle elsewhere.

Customer states his vehicle is shutting off while driving and is going on 3 times now.

Customer states that the vehicle did not originally have these issues and did not happen until after the recall for the L250 Win Module Detent Ring.

Customer states there is a front pulsation in the vehicle now and the brakes need to be replaced.

Agent informed the customer that Chrysler will assist with up to \$35.00 per day for up to 2 days for rental reimbursement for an authorized CJDR vehicle and up to \$20.00 for another brand vehicle.

Customer states that he was informed that he had to pay \$100.00 deductible for the brakes.

Agent informed the customer that there is an extended warranty for the front brakes with a \$50.00 deductible.

Customer states that he will be taking his vehicle into dealer #44144 tomorrow or the following day for the diagnosis.

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

Agent re-assigning to case manager for follow up with diagnosis, rental reimbursement, possible RA for rental in house and repairs.

Agent re-assigning case to 96Q.

Status update provided via email to the following email address: Bearfreak@yahoo.com

My name is Chris, I have been assigned as your Case Manger. Here is some information that will be helpful for you to have. The Chrysler Case

Management Telephone number is 1-855-525-5085. My direct ext is 4720269. My hours are 9:00 AM to 6:00 PM EST Monday through Friday. I will contact you within one business day by telephone to review your case with you.

End of Status Update

Status update provided via email to the following email address:

My name is Chris, I have been assigned as your Case Manger. Here is some information that will be helpful for you to have. The Chrysler Case Management Telephone number is 1-855-525-5085. My direct ext is 4720269. My hours are 9:00 AM to 6:00 PM EST Monday through Friday. I will contact you within one business day by telephone to review your case with you. End of Status Update

Vehicle will be taken to Milford Chrysler (570-296-2636). CM spoke to Chris in service. Chris said the dealership does not provide rentals. The customer can get a rental through Enterprise for \$30.00 per Chris. Customer may take vehicle to the dealership next week. SM Jason (570-296-2636)said vehicle was not brought in.

). Mr does not know when he will take the vehicle to the dealership. Customer said he is busy.

CLOSED LOOP UPDATE - no need for additional follow-up. Customer said he will call back.

Customer Assistance Inquiry Record (CAIR)# 21984640							
VIN	2A4RR6DX6	AR	Open Date	03/12/2012	Built Date	09/22/2009	
Model Year	2010	Body RTYS53 CHRYSLER TOWN & COUNTR			COUNTRY LIM	IITED WAGON	
In Service Dt	11/02/2009	Mileage	66,674	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGQ	4.0L V6 SOHC ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	63975	MILOSCH DODGE, INC					
Dealer Address	677 SOUTH LAPEER ROAD						
Dealer City	LAKE ORION			Dealer State	МІ	Dealer Zip	48362
Owner	Contact Type						
Address						Home Phone	
	LAKE ORION MI				Country	UNITED STATES	

Product - Electrical - Remote/Key Fob - Default - Default	Broke off 2 keys since ignition replacement.		
Product - Transmission / Transaxle - Unknown - Other - Default	Customer had Transmission replaced 1 month after purchase.		
Product - Brakes - Unknown - Other - Unknown	Customer states they have replaced the brakes.		
Product - Electrical - Ignition System - Other - Default	Ignition houseing has been replaced.		
Product - Steering - Unknown - Other - Default	Loud squeeling on hard turns.		
Product - Engine - Unknown - Other - Default	RPM's go up causing reving when shifting and slowing down.		
Corporate - Lemon Law - Default - Default - Default			

Briefly summarize why the customer is contacting Chrysler: Customer called stating she wishes a replacement vehicle. Customer states 1 month after she bought the vehicle they had to replace the transmission. Customer stated they have had to also replace the ignition housing. Since being replaced customer has broke 2 keys off while trying to start the vehicle because it is so hard to turn. Customer states that her 1 key is cracked and sometimes while in a hurry the system will lock her out and the customer will genteelly have to remove the key and start the car slowly to reset everything. Customer did state the dealership has gone through Chrysler and is getting the 2 keys replaced for her free of charge. Customer stated the dealership had stated that they needed to make it harder to start the car due to the fact of hitting a bump would cause the vehicle to shut off unexpectedly. Customer is now experiencing a problem with her vehicle with her RPM revving. Customer states any time the vehicle is shifting or slowing down the vehicle revs as if she is pressing on the accelerator but is pressing on the brakes. Customer stated the dealership informed her that it was her brakes and replaced her brakes but that did not fix the problem. Customer also states there is a problem with her steering. While making a hard turn left or right it causes the vehicle to make a loud screeching sound and the occasional clunking sound. Customer states very embarrassing and she took it into the dealership and the dealership stated that this is an unknown problem and will not affect the performance of her vehicle. Customer mentioned her husband is renting a new town and country from enterprise and the steering problem is not in the rental. Customer is worried that as soon as she hits 100,000 the vehicle is going to fall apart. Customer stated she has owned 4 Town and Country s and loves them and has never

experience any of these issues before and would like her vehicle to be replaced.

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

Agent advised customer her complaints and issues would be documented and her case would be escalated up to a CM for further assistance.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: Declined

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? Replacement Reassigned to 88L

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

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

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have Number of related repair attempts = 1 Transaxle, 1 TIPM/Sliding door/Wiring harness/ Liftgate,

1 Hubs and Bearings.

Number of days out of service = 9.

Writer called customer to inform them of the above information. Customer is stating that she has issues with the engine revving up and she had her ignition replaced and she has broke two keys since then. Customer is stating she wants the vehicle repaired.

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

Writer is sending cair to 88D for further handling.

* * * * * CASE MANAGER TEAM - District 88VU * * * * *

Writer contacted customer. Customer states that she is still having the issue of the vehicle revving up when you go to push on the brakes and when it shifts. Customer states that she did call the dealership buy has not taken the vehicle back in yet. Customer also states when she turns the wheel it makes a clicking noise but the dealership advised her Chrysler know about this and will not be doing anything on it. Customer also states the sliding doors make noise when they open and close but her husband just keeps oiling them. Writer advised customer I would contact the dealership and let them know I am sending them back in and she would want to contact the dealership and set up appt to have the vehicle looked at again. c

######## 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 revving up when you go to push on the brakes and when it shifts.

*Contact Date:03/19/2012

Service Director at the dealership has updated the CAIR# 21984640 Dealer attempting to contact customer.

Agent attempted to contact dealer Service Manager Jim, however, SM not available. Left message for a return call at extension 66301. Writer received call from SM Jim which states customer has not come in. *Contact Date:03/23/2012

Service Director at the dealership has updated the CAIR# 21984640

Dealer attempting to contact customer.

Attempt made to contact customer. Left message was doing a follow up and next follow up no later then 4/2/2012.

Dealership advised vehicle repaired.

Customer calls to speak with their Case Manager.

Transfer Ondreana OS533 66301

Customer states she has been out of town for a month, so vehicle is not fixed

Customer call was disconnected, so I was unable to transfer her to OS533 4/2 Dealer has updated BC that both keys will be replaced for the customer with no copay.

Status update provided via email to the following email address:

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

Your Case Number: 21984640

Chrysler Case Management telephone number: 800-763-8422

Case manager direct extension: 66301

Her work hours: 6:30 am 3:00 pm Mountain Time Monday-Friday.

End of Status Update

######## 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 revving up when you go to push on the brakes and when it shifts. When you turn the steering wheel to the left or right all the way it makes a noise.

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

*Contact Date:04/02/2012

DCX goodwill repair is documented on Repair Order#74085

CAIR RETURNED FROM DEALER ON 4/02/2012 AT 03:36:258 R 21984640

Writer calling customer to see if they are satisfied with repair to vehcile. No answer left message and contact information.

2nd attempt made to contact customer. Left message was doing a follow up and next follow up no later then 4/17/2012.

3rd attempt made to contact customer. Left message was doing a follow up and next follow up no later then 4/23/2012.

Writer received message from customer during the weekend the vehicle shut off on the highway. Customer states the key thing popped out. Customer also left message she has contacted a attorney and she would like a call back.

Writer contacted customer. Customer states that the ring popped out and the only way you can drive the vehicle is to push in the ring but any kind of bumps makes it pop out and the vehicle dies. Writer advised customer I would contact the dealership and try and set up a rental vehicle or loaner if they offer them and I can look into towing the vehicle to the dealership. Customer understood.

Writer contacted dealership spoke to Karen in service because SM Jim was not available. Karen is going to have the rent car set up for the customer. Karen asked to have the customer give her a call.

Attempt made to contact customer. Left message for cusotmer to call roadside assist to have the vehicle towed to the dealership and once she has that time to give the dealership a call and ask for Karen in service so she can have the rental sent up for when she gets there. Writer left message we would assist with the towing and the rental vehicle.

Customer states she is seeking a supervisor. Customer states that her car shut off on the freeway and the ignition popped out. Customer states that

they are getting towed to the dealership. Customer states that she has already replaced it from the recall and it has already cracked both keys. Customer states that wheel was heavy and electrically shut down. Customer states that this has happened since they replaced the housing. Customer states they replaced both keys free of charge. Customer states that the housing/ignition popped and she had no steering. Customer states she had her daughter in the vehicle and is scared to drive her vehicle. Customer states that her vehicle sounds like its winding up when she starts it. Customer states that this is her 4th town and country and this is the only vehicle she has had issues. Customer states that after 90 days of purchasing she had to replace the transmission. Customer states that she does not feel that it s safe anymore because she has gotten the repairs that needed to be done, and its been happening after. Customer states that she wants the same car, and stated that the previous agent she spoke to her thought that her request was laughable and insensative to her concern. Customer states her Cm is very respectful and is helping her fairly. Customer states she doesn t know how she is going to trust her vehicle anymore. Customer states there is something dangerously wrong with the vehicle. Customer states she is afraid of her vehicle. Agent tried to contact customers Cm, OS533, however she was not in the office.

Customer states that she is happy with what the Cm is doing but would like to talk to a Supervisor in her department.

Agent called over to Cm department for a supervisor. Agent warm transferred to a Cm

Caller requesting to speakwith Case Manager OS533. Transferred caller to ext 66301.

Writer received call from customer. Customer wanted a supervisor but states that she is happy with the case manager but she just feels this vehicle should be purchase back because she does not feel safe. Writer advisor customer I can set that up but it will be 1 to 2 hr. Customer understood.

* * SUPERVISOR CALL * * * * *

Attempt made to contact customer phone number dialed Customer is at dealer right now and is working with them. She requested a call back in 1 hour. Writer asked if a call back could be in 1 to 2 hours time. Customer agreed.

Attempt made to contact customer phone number dialed 513-314-1448. Customer is upset that the vehicle key concern has attempt twice since the last repair and was repair again. Customer is upset with had vehicle shuts off while driving. Customer is looking for buy back buy back has it attem1 to 2 business day.

Supervisor Call Completed.

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

Preferred Morning/Midday call back number is Preferred Afternoon/Evening call back number is Customer email address for case updates: N/A

Who has possession of the vehicle? Dealer

Is this a request for Lemon Law, buy-back or replacement? buy-back Reassigned to 88L

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

Case has already been reviewed for buyback replacement see lines 43-67 the vehicle is outside the terms of protection, the vehicle appears it will never qualfiy for buyback replacement . Agent sending back to case manager for further assistance.

Writer calling customer appear to qualify for a buy back replacement. Writer stated that if we can t find a point of fauilure and we are not able to fix the problem. Customer states that she turn car hard last time she picked it up and and now car makes a noise. Writer stated that if she has issues in the future to please give us a call. Customer states that she will be seeking a lawyer. Customer stated that she is going as a safety issue. Customer stated that she is worried. Writer thanked customer for being such a loyal Chrysler customer. Writer did state that we were sorry that she was having this issue.

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

| Customer Assistance Inquiry Record (CAIR)# 22091922 | | | | | | | |
|---|---------------------------------------|---|-----------|-----------------|---------------|------------|-------|
| VIN | 2A4RR5D15 | AR | Open Date | 04/06/2012 | Built
Date | 02/17/2010 | |
| Model Year | 2010 | Body RTYP53 CHRYSLER TOWN & COUNTRY TOURING | | | URING WAGON | | |
| In Service Dt | 11/26/2010 | Mileage | 30,900 | Dealer
Zone | 74 | DENVER | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | US | |
| Color | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 37271 | 71 BERNARD'S NORTHTOWN INC | | | | | |
| Dealer
Address | 510 DEERE DR | | | | | | |
| Dealer City | NEW RICHMOND | | | Dealer
State | WI | Dealer Zip | 54017 |
| Owner | Contact
Type | | | | TELEPHONE | | |
| Address | Home
Phone | | | | | | |
| | OSCEOLA WILLIAM Country UNITED STATES | | | | | | |

| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Customer seekikng Goodwill to have vehicle repaired. | | |
|---|--|--|--|
| Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default | customer says vehicle will come out of gear with out key | | |
| Product - Electrical - Remote/Key Fob - Default - Default | customer states key will move out of mode | | |

Briefly summarize why the customer is contacting Chrysler: Customer stated that her van was parked outside her home and her van was parked on a hill. Her 4 year old daughter jumped into the vehicle and put the van out of gear without a key in it. No one was hurt. Customer was able to stop the vehicle. Customer stated that the vehicle has come out of gear without a key in it 3 times. Dealership cannot duplicate issue. Customer stating this is a safety issue. Customer also stated that her key broke from trying to get the key out of ignition as it is very hard to get it out. Took it to the dealership and they told her it is not covered under warranty unless the second key broke as well. Customer states she went to the dealership for repairs and the dealership broke the second key. They denied it and stated to customer still no warrantable items. Customer stated only 1 out of the 2 keys works. Both keys broke in the same spot. Customer states key is hard to get out of the ignition. Customer also stated that the switch on the trunk intermittently works. Dealership saw this happen, said they would fix it and didn t. Customer stated she is getting ready to drive to South Dakota and needs her vehicle; she is scared of the vehicle.

Briefly summarize what the customer is expecting: Customer expecting assistance with repairs and a diagnoses to fix her vehicle so she can safely drive it.

Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y/N

Customer has a history of purchasing Chrysler vehicles? Y/N If yes, number in household?

Customer claims to maintain vehicle as per maintenance schedule Y Has a mechanical Chrysler Group Service Contract? N

Warranty coverage code? 536 Ownership status? Original owner Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y

Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? N

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 44435 Reassigned to 88F

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

Status update provided via email to the following email address:

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

Your case number is listed above.

The Chrysler Case Management phone number is: 800-763-8422. My direct extension is: 66355 My work hours are 8:00 am 3:00 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

Writer contacted Steve at 44435, Last time vehicle was in dealership was January 20,2011. Concerns were head set and head phones and clock in vehicle was not working. Steve stated has not seen vehicle for this concern with keys. Checked Dealer Connect and found servicing dealership is 37271.

Agent attempted to contact dealer Service Manager Jay @ 37271, however, SM not available. Left message for a return call at extension 66355 CONTACT UPDATE - 1st Contact attempt, phone number dialed, Heather is the owner that has been experiencing issues with the keys both have broke and customer is concerned with the warranty on them. The vehicle will come out of gear with out a key in it and has had this concerns off and on for some time. Vehicle has issues with the remote start and putting it in gear. Customer has worked with dealership and feels they may be frustrated with customer. Multiple times customer has complained dealership has not been able to duplicate. Customer also has random issues with the trunk features not working. Customer will need to take vehicle out of state 3am on Wednesday morning and if fix can be done needs to be completed before then. Writer advised that CAC will work with dealership and call back when Writer has more information.

Writer called customer to update on conversation with the dealership. Customer was advised that the dealership has a open time at 1:30 pm to look at vehicle and writer offerd to split the cost for a new key. Writer will call back to check after appointment

Customer requesting to speak with CM LT702 @ 66355 Agent transferred. As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$123.48 Labor = \$17.28 Total = \$130.76

Co-pay = \$0

#############DIRECT-TO-DEALER##################

Customer Care is sending this file to your dealership because a joint goodwill policy 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 and 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.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

Writer consulted with Jay and customer regarding key fob and agreed on the replacement as a goodwill gesture. Dealership will also diagnose vehicle for concerns with vehicle getting stuck in gear or coming out of gear with no key. Writer will follow up in a week for update.

REASSIGNED TO BC/DLR 74 37271 04/10/12 13:30 O 22091922 *Contact Date:04/11/2012

Warranty repair has been documented on Repair Order#61548 CAIR RETURNED FROM DEALER ON 4/11/2012 AT 08:15:412 R 22091922 Caller requesting to speak with Case Manager ext 66355. Transferred caller to LT702 VM.

Customer stated that when customer left to go on the vacation to South Dakota, vehicle was pulling hard to the left also once hit free way speed vehicle started whistling. Customer had van with 5 children and friend in van behind pulled customer over to take children out of the vehicle to avoid accident. Customer took vehicle to dealership in area to find out what is causing the concerns customer was advised that alignment was not completed properly and dealership charged customer \$31.00 to inspect and change tires, customer was advised another alignment needs to be completed and that workmanship issues with 37271 are reason for concerns. Customer was advised that rotors will need to be replaced after customer has all services completed at 37271 customer is extremely frustrated with dealership per vacation with 7 children and spending time in a dealership for 4 hours was exactly what customer was trying to avoid. Writer will follow up with customer in a few days.

Customer Contact- Writer attempted contact with customer child answered the phone writer advise will call back next day to follow up.

Writer consulted with Jay service manager that stated after the key fob was replaced and that the hinges were recalibrated. Wheels were balanced but no alignment was done dealership advised tires were bald and dealership was not comfortable putting balding tires on the front tires. Jay personally looked at vehicle and customer did not do an alignment. Did receive a phone call from customer regarding issues last week. Writer spoke to customer and request for call back early next day to cover concerns with vehicle.

Customer Contact- Left voicemessage

Writer received call back from customer regarding concerns that have happened since tires were balanced at 37271, writer advised that the issue is with the servicing dealership and is a workmanship concern with dealership. Customer stated may need to purchase new tires and that could be the concern. Customer is aware of warranty amount left and will go to alternate dealership to have vehicle looked at before customer drives back home. Customer would like follow up on 4-30-12.

Customer Contact- Writer contacted customer regarding the concerns with the vehicle still coming out of gear and the concern with the operation of the key switch. After key was replaced the part that was recalled broke off and customer is not able to turn the key the same. Customer is also concerned that vehicle will come out of gear when no keys are in the vehicle that makes a dangerous situation because customer has children that play in the van and they are able to get it out of gear. Customer has to remember to pull the emergency break to avoid vehicle rolling. Customer is going back to dealership for diagnosis. Writer will contact customer on 5-2-12 to follow up.

Writer contacted customer to find out that vehicle is currently at the dealership and that customer was able to show another video to dealership with the vehicle coming out of gear. Writer advised after dealership contact write will share information with customer.

Agent attempted to contact dealer Service Manager Jat, however, SM not available. Left message for a return call at extension 66355. Writer spoke to Jay Service Manager and was advised that the extended warranty will be completed on the brakes and a shifter will be installed to correct the issues with the vehicle coming out of gear, the key cover does not seem to have damage but the Jay stated the new key already looks beat up. Dealership will do what repairs are possible through warranty and writer will follow up with customer.

Caller MRS requesting to speak with Case Manager. Writer transferred to CM.

Customer calls to speak with their Case Manager. customer stated that a

plug was used in the front side wall, tires were rotated and looked at between two different dealerships. Customer stated that is is frustrating knowing that if one dealership denies it and so does the other nothing can be done to help the customer. After all the recent issues with the vehicle customer knows that the tires need to be replaced but does not understand why so many trips to the dealership scheduled maintenance was not suggested or preformed to maintain the van better, customer knows in the beginning when the van was new dealership welcomed customer by name and now customer feels dealership no longer wants to work with customer, customer was advised that loaner needs to be brought back with more fuel than vehicle had when loaner was provided. Customer was advised that repairs that are being completed will take over 5 days and customer will be responsible for loaner during a hail storm. Writer advised that all concerns are documented and that dealership are independently owned and operated and all customer relations is important to Chrysler. Writer will contact dealership and follow up with customer during current repairs. Caller Heather, requesting to speak with Case Manager ext 66355, transferred to VM.

Writer spoke to Jay Service Manger for more information on customer and Jay advised that parts came in today and appointment will be made if not today the next to complete the repairs.

Customer Contact- Writer called customer to advise that parts are in and that dealership will be calling back for update.

Customer Contact- Writer spoke to Heather regarding dealership contact and was advised that customer received call back from dealership and parts will be available on 5-14-12. Writer stated that follow up with dealership on Monday after the repairs and that writer will also follow up with customer.

Dealership Contact- Writer left message with Jay in service to follow up on repairs writer will call back next day for update.

Dealership Contact- Writer received call back from Jay SM and was advised that vehicle is in dealership today and repairs should be completed same day. Customer is in a loaner.

Agent attempted to contact dealer Service Manager Jay, however, SM not available. Left message for a return call at extension 66355 Writer spoke to Jay Service Manger and was advised that the shifter was replaced and customer brought up another issue with the starting and stalling and dealership was able to duplicate it and a new wind module was ordered. Part should be in today and dealership will work on installing no later than Monday and dealership suggests call back to customer on Tuesday 5-22-12.

****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: gear shifter was replaced

Briefly summarize what the customer is expecting:

fix before vehicle is out of warranty.

****End structured narrative T2 - Beginning Narrative Writer spoke to customer and was advised that the gear shift was replaced but customer has not driven vehicle much to see the difference in operation. Customer said that the dealership did not fix the issue with the key ignition piece and was advised to hold it to the right customer still feels this is the key switch that was once a recall and now that the key was replaced. Writer will call back in one week for update in repair.

Writer contacted customer regarding the recent repairs completed on vehicle and customer advised that currently the situation is with the key switch the ignition piece is loose causing the vehicle to stall or not start per it goes into another mode. Customer has been expecting to hear back from dealership to have appointment set up to have this repaired like the recall that was completed back in 9-2011. Writer will contact dealership to find out if dealership has part on order and is aware of the repairs needed, and follow up with customer this week. Writer spoke to Chase per Jay Service Manager is not in the dealership today. Writer was advised that dealership did not have a open ticket on the customer and was not aware that customer was expecting a call back. Writer requested that Jay SM be advised of customers call and once Jay SM is advised writer will call back to find out next steps. Mrs. DEROSIER calling to speak with case manager LT702. Writer transferred customer over to ext 66355 to leave a voice message if cm is

unavailable.

Writer contacted customer, part is in at the dealership and is scheduled to go in on Monday when customer was driving key slid into AC and vehicle lost power but radio stayed on. Customer contacted dealership to have part ordered and writer will follow up on 6-5-2012.

Writer contacted customer who stated she is not able to get into the dealership at this time and will make another appointment and then let the CM know when that is.

Writer left message with customer for call back writer will attempt again next day.

3rd attempt made to contact customer. Left message. Writer will call back 6-13-12

Writer spoke to customer regarding appointment, customer stated that no appointment has been made per customer has been sick and is currently out of town. The door that was repaired 6 months ago is rattling again and the issues with the key has not been fixed. Customer will make appointment and writer will follow up in 7 days.

Attempt contact customer, Unable to leave message phone disconnect or out of service.

Writer left message with customer requesting call back writer will call back on 6-22-12.

Writer left message with customer advising that if appointment is not made by 6-29-12 writer will close case.

Case scheduled to be closed if no contact is recieved from customer.

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

| Customer A | Customer Assistance Inquiry Record (CAIR)# 22120017 | | | | | | | | |
|-------------------|---|------------------------------|------------------------------------|-----------------|---------------|---------------|------------------|--|--|
| VIN | 2D4RN5DX4 | AR | Open Date | 04/13/2012 | Built
Date | 08/26/2009 | | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRA | AND CARA | VAN SXT WA | .GON | | |
| In Service Dt | 10/30/2009 | Mileage | 58,488 | Dealer
Zone | 63 | DALLAS | | | |
| Plant | R | WINDSOR ASSEMBLY Market U US | | | | | | | |
| Color | PXR | BRILLIANT BI | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | | |
| Engine | EGQ | 4.0L V6 SOH | 4.0L V6 SOHC ENGINE | | | | | | |
| Transmission | DG2 | 6-SPEED AU | FOMATIC 62TE | TRANSMISS | ION | | | | |
| Dealer | 41798 | ALLEN SAMU | ELS DODGE | | | | | | |
| Dealer
Address | 7740 NORTH | IEAST LOOP 8 | 20 | | | | | | |
| Dealer City | NORTH RICH | HLAND HILLS | | Dealer
State | TX | Dealer Zip | 76118 | | |
| Owner | | Contact Type TELEPHONE | | | | | | | |
| Address | | | | | | Home
Phone | | | |
| | FORT WORT | FORT WORTH TX | | | | | UNITED
STATES | | |

| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default | 2010 DODGE GRAND CARAVAN SXT
WAGON |
|--|---|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | CEL on |
| Product - Body / Trim / Paint Finish - Unknown - Other - Unknown | Radio Screen Blank When Driving |
| Product - Cooling System - Unknown - Overheated - Default | vehicle towed in overheated/ coolant leak |

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

for service.

Dealer Code: 41798

Service Manager/Service Advisor Name: SA Ashley Service Manager/Service Advisor Phone: 817-276-7737

Technician working on vehicle: n/a

VIN: 2D4RN5DX4AR

Mileage: 58488 Customer Name:

Customer best contact number: Descriptions of issue: Radio Issue

Writer verified dealer offered a free rental to ECS customer. Yes
Writer provided dealer with phone number and extension

SA stated that customer ask to keep rental vehicle over the weekend if 41798 cannot find a problem with the radio. Writer Advise SA to

41798 cannot find a problem with the radio. Writer Advise SA to communicate that with the TS writer explain to SA if TS can help fix the problem then the customer vehicle maybe be ready today then customer will have to return rental vehicle.

Writer left VM for customer to return call

TS advised to replace the radio. Dealer advised they will order the part, have the customer return the rental, and when the part comes in they will have the customer return to have the part installed. Per TS Writer left customer VM to return call

Writer contacted SA Ashely who stated that she order an new radio for the customer and usually it take anywhere from 3 to 5 day business days for it to come in. SA Ashley will follow up TS once she receive radio at dealership. Dapis will remain open and cair.

Writer-Ashley/DLR called in regard to Purchase Order, I referred her back to TS.

Writer spoke with SA Stephanie, SA Ashley is not in, SA Stephanie will check with her parts departsments to see if radio has arrive and call writer back.

Writer returned SA Stephanie call at 817-276-7737 dealership 58488 Per SA Stephanie the customer radio is in. writer will try to contact customer to inform radio is at the dealership.

Writer tried leaving VM for customer phone disconnect.
Writer left VM for customer to return call-Writer third attempt
Per Dealer advised the customer wants the dealer to transfer all of the
files from the old radio to the new radio, about 8GB of information.
Dealer advised they will likely need to reschedule the customer for
Monday, will not be able to complete on Saturday. TS advised this should
be OK, the customer should make a back up of all of the media files in
case they are lost

Per SA Customer had about 1.3G of files on old radio. Files were moved to a thumb drive, then to the new radio. The new radio will not play the files. File extensions are AAC. This is a default file from I-Tunes, and is security coded. files with this extension (or are obtained from I-tunes) can only be played through I-tunes, or from a device synced with the I-tunes account (i-pad, i-pod, i-phone) the music was purchased from. This prevents piracy/copyright infringements.

TS advised the RBZ radio is not capable or reading or decoding these media files. TS sent the dealer a sample MP3 file to try on the customers vehicle, it loaded into the radio, and played back, this confirmed the radio is operational. TS advised the music from the customer is not compatible with the radio.

Writer left VM for customer to return call 4th attempt

Customer called writer and the dealer had a new radio installed and downloaded his music from his old radio to a flash drive and the flash drive is empty. Customer had music that was on the flash drive that is irreplaceable. Customer states that he told the dealer to save the music that was on his old radio and to load it onto the new radio. Dealer scanned music to a flash drive and the flash drive will not allow the music to play on vehicle or even on his computer. Customer was told by the dealer that when the music was scanned from the old radio to the flash drive that it separated and dealer is unable to retrieve. Customer would really like to get his music restored. Customer contact #

. Vehicle is still at the dealer this morning.

Customer called writer about his music lost from the radio swap. Writer advised customer of the following notes from DApis: Customer had about 1.3G of files on old radio. Files were moved to a thumb drive, then to the new radio. The new radio will not play the files. File extensions are AAC. This is a default file from I-Tunes, and is security coded. files with this extension (or are obtained from I-tunes) can only be played through I-tunes, or from a device synced with the I-tunes account (i-pad, i-pod, i-phone) the music was purchased from. This prevents piracy/copyright infringements. TS advised the RBZ radio is not capable or reading or decoding these media files. TS sent the dealer a sample MP3 file to try on the customers vehicle, it loaded into the radio, and played back, this confirmed the radio is operational. TS advised the music from the customer is not compatible with the radio. End Dapis notes.

Customer stated that all of the music on the old radio hard drive was from either store bought CD s or from a recording studio CD. No music from I-tunes. Writer will look into further. Customer is also asking if his vehicle is ready for pick up. Writer will call dealer to check and call customer back.

Writer called SA Ashley to see if the vehicle is ready for pick. Vehicle is ready for pick up.

Writer called customer at and informed him that his vehicle is ready for pick up. Writer will follow up with his TS and get back to customer. Customer thanked writer for his assistance.

Writer returned SA Ashley's call at 817-276-7737. Ashley stated that the customer is going to pick up the vehicle tonight and that the customer is upset about the possibility of loosing all of his music that was stored on the old radio. Writer will look into further for customer.

Writer spoke with TS Dan who had the dealer send him one of the music files from the old radio and customer supplied thumb drive. Dan was not able to play the music sent from dealer on his computer. Dan stated that

the music in the format that it is in now would not have played on the radio, either the old one or new radio. Did the music even play on the old radio? Dan stated that the music is in an AAC file format which is a default extension for I-tunes and is used by other things also. This is done by the music industry to prevent piracy and copyright protection. Customer called writer and he was not happy with TS Dan after calling him last night. Customer was not given the answers he wanted to hear. Customer thanked writer for his help. Writer agreed to follow up with customer next week to check on his vehicle. **** 7 DAY FOLLOW UP ***

Writer called customer to see how the radio is working for customer. Customer stated that the camera is a little blurry. Writer made sure that the lens is clean - yes. Customer states that reverse camera is not as clear as the old radio. Blurry until the object is close to the vehicle then the object comes into focus. Customer may get to the dealer to have them take a look at. Writer asked that CM call SA Ashley to set up an appointment for this SAturday for the camera focus issue.

Writer called SA Ashley s at 817-276-7737. Writer asked to have the dealer look at the vehicle on Saturday. No problem. Ashley asked that the TS Dan call her - she has a question for him.

Writer called customer to see how his visit to the dealer went on Saturday. Writer left message for customer to return writers call. Writer called customer and he did not make it into the dealer on Saturday. He was sick. Customer will get to the dealer this Saturday 5-19-12 to have the reverse camera checked out and a 60K check up. Writer will check with customer on Monday 5-21-12.

CM received a call from SA Ashley requesting to speak with TS832, CM transferred SA to TS832.

SA Ashlev called writer to ask about customers reverse camera. Customer was at the dealer on Saturday 5-19-12 complaining that the reverse camera was 'fuzzy' and not real clear when backing up. Dealer checked out and could not find any issues with the reverse camera. Ashlev stated that she even checked out a T&C van and it had the same issue. Customer called SA Ashley on Monday stating that the LH tail light was collecting water. This issue was not brought up on Saturday when customer was at the dealer. Miles on Vehicle 61381. Writer opened Dapis to get his TS involved.

Writer called customer to follow up on his visit Saturday to the dealer. Writer went over customer issue with the reverse camera and moisture in the LH rear tail light. Writer advised customer that his TS is on the case and writer will follow up with customer when more is known. Customer thanked writer for calling.

Writer called customer to confirm that he is taking the vehicle to the dealer on Thursday. Yes. Writer advised customer that the dealer will need to inspect the tail light and the dealer believes that there is a software update for the reverse camera.

Writer called customer to see if he had a chance to get to the dealer. Yes, he dropped it off at the dealer last night and got a rental vehicle. Customer thanked writer for following up with him.

Customer called writer stating that the radio that was put into his vehicle is not the same as the radio that came out of his vehicle. Does not have all of the same features. Customer wants the radio that he paid for in the vehicle. Writer will check on and call customer back. Writer returned SA Ashleys call at 817-276-7737. Ashley stated that her question was taken care of on Friday. Writer asked Ashley about customers

radio issue and Ashley stated that she has been in contact with TS DAn about radio issue. The radio that came out of customers vehicle was replaced with a newer model year radio and some of the features have changed. Writer will touch base with TS Dan to find out more.

Writer called customer to advise customer that the radio that came with his vehicle in 2010 is no longer available from the supplier. The radio was replaced with the same type of radio from a newer year vehicle. All of the functions are the same however some of the screens may have changed. Customer cna view options for radio at driveuconnect.com.

Customer will check out and call wrier if he has any questions. SA Ashley called writer after speaking with customer. Customer went to the driveuconnect.com website and the radio listed on the website has the same screens as customers old radio. Writer advised Ashley of what TS Dan

The radio was previously replaced, the radio currently in the vehicle is

the latest release of the radio. It is an RBZ radio which is what the vehicle is supposed to have. We would not be able to get the old style for the customer since they are no longer manufactured. Other than the wording on a trim piece, the radio functions and operation should be the same.

Dealer called because the claim for repairs is being rejected, Writer provided dealer with the TS s contact information. (TS-DH791) Writer was thanked by the dealer and the call was ended.

**** 7 Day Follow Up ****

Writer called customer to follow up on repairs to vehicle. Customer stated that its alright and he spoke to Ashley at the dealer yesterday. Customer stated that the 3rd row seat would not move forward or backwards using the power control buttons. The seats do go up and down but forward or backwards. Customer will get to the dealer on Wednesday. Customer stated that no one ever sits in the rear seats normally so he does not know when/if they ever worked. Customer apologized to writer for his comments about the radio. Writer thanked customer and told him that no apology was needed. Customer thanked writer for all of his assistance. Writer called customer to see if he went to the dealer yesterday as discussed. Customer did not get to the dealer yesterday. Customer stated that on Monday it was real hot and when he got off the highway the temperature gauge got to almost the 3/4 mark. Customer will try to get to the dealer today.

Writer called customer to see when he can get the vehicle to the dealer to address his concerns. Customer had trees fall on his house and has not been able to get to the dealer. Customer hopes to get there on Wednesday 6-13-12

Writer called customer to see if he took his vehicle to the dealer yet? Writer left message for customer to return writers call.

Writer called customer to see when he will get the vehicle to the dealer for his concerns? Writer left message for customer to return his call. Writer called customer and left message for customer to return writers call.

Writer called customer to see when he will get his vehicle to the dealer. Customer took van in Saturday and he was told that the seats don t move like he is expecting them to. Customer has no other issues with the vehicle at this time. Writer to close cair.

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

Dealer Code: 41798

Service Manager/Service Advisor Name: SA Ashley Service Manager/Service Advisor Phone: 817-276-7737

Technician working on vehicle: n/a

VIN: 2D4RN5DX4AR Mileage: 64820 Customer Name:

Descriptions of issue: Coolant Leak

Writer verified dealer offered a free rental to ECS customer.Yes
Writer provided dealer with phone number and extension

Writer called customer and he stated that there is 'Y' on the intake manifold that came apart. Customer feels that the 'Y' had a hairline crack which was causing the temperature gauge to run hot. Gauge went to 260 degrees last night. Writer apologized to customer for his inconvenience. Customer drove 7 miles this morning and he got stranded. Customer stated that writer is doing a splendid job.

SA Ashley called writer to advise that the heater hose broke and she has been trying to contact TS Dan who is out of the office. Writer advised Ashley to call TS Jon Or Scot. Writer provided contact # s for both. Ashley also asked that the dealer keep the vehicle over the weekend to drive vehicle before given back to the customer? Request came from customer. Writer advised Ashley to ask the TS for approval. Writer does not have the authority to approve request.

Writer called customer to let him know that the repairs are being completed on his vehicle and the dealer will keep vehicle over the weekend. Writer left message for customer to return writers call if he has any questions.

Customer called writer back to confirm the repairs to the vehicle and that the rental vehicle is approved through Monday 7-2-12.

Writer called customer at to check on how the vehicle is driving for him now. Writer left message for customer to return writers call if there is a problem with the vehicle still. Writer will leave cair open for 1 week.

Writer to close cair since he has not heard back from customer in 7 days.

****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

Assistant SM John called from dealer 41798 at 817-276-7700. Customer states that the check engine light is on and the engine temperature is running hot. While driving with the A/C and radio on they both quit working with Assistant SM John in the vehicle. This is an intermittent issue. Customer also in for a LOF. Customer in rental. Customer contact #

Writer called customer to let him know that he is still his CM and will let him know more as he hears back from the dealer. Writer left message for customer to return writers call.

Customer called writer back. Customer states that his vehicle has been in 28 times to the dealer in 36 months. Customer is asking for Lemon Law. Writer advised customer of his options as a consumer. Customer asked about replacing the crank sensor and stated that his problems would go away, or so he was told back a while ago. Customer was told by his brother in law who works for Chrysler building the motors in Detroit. Customer as told that the crank sensor controls the ECM and many other items on the vehicle.

Writer called Assistant SM John to get an update on the vehicles diagnosis and repair. John stated that they were able to duplicate the radio and a/c issue. Appears to be the detent ring that was installed for the recall. Key is getting stuck in the run position and when hitting a bump it can cause stalling issues. Dealer is getting a hold of the Field engineer for assistance. Code scanned for transmission running hot. Still working on this concern. Writer will contact customer with update. Writer called customer with update on his vehicle. Writer advised customer that they have been able to duplicate the radio and a/c concern. Appears to be an ignition switch issues with the key getting stuck halfway between run and start. Writer advised customer that the crank sensor does not appear to be the problem at this time. Call dropped. Writer called customer back. Writer explained to customer that he is waiting for a field engineer to get involved and further diagnosis. Customer thanked writer for the update.

Writer returned customers call. Customer asked writer what happens if the dealer can t fix the vehicle? Writer advised customer that he has the best of the best working on his vehicle.

Writer called Assistant SM John at 41798 - 817-276-7700. John was with another customer. Writer will try back later.

Customer called writer stating that he spoke to the dealer this morning and they has corrected the radio and A/C issue. Dealer was not able to duplicate an over heating issue. Customer to pick up vehicle to day and writer will follow up with customer on WEdnesday 8-15-12

Writer called customer to follow up on the repairs to his vehicle. Writer left message for customer to call writer if repairs were not to his satisfaction. Writer to leave cair open 1 week.

Writer to close cair since he has not heard back from customer in 1 week. CUstomer called writer stating that the CEL came back on this morning and he has made arrangements to drop off the vehicle at the dealer this afternoon. Customer will get a rental from the dealer to use in moving his daughter this weekend. Customer back on town on Sunday. Writer apologized to customer and advised him that we need to get the vehicle diagnosed. Customer stated that enough is enough and that this is his 9th minivan from Chrysler and the previous 8 have not given him as much problems combined as his current vehicle.

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

Dealer Code: 41798

VIN: 2D4RN5DX4AR

Service Manager/Service Advisor Name: SA Ashley Service Manager/Service Advisor Phone: 817-276-7737

Technician working on vehicle:

Mileage: 69518

| Customer Name: | |
|--|----|
| Customer best contact number: | |
| Descriptions of issue: Check engine light is on / No start | |
| Writer verified dealer offered a free rental to ECS customer. Customer | |
| in rental | |
| Writer provided dealer with phone number and extension | |
| Writer called customer to follow up on repairs to the vehicle. Writer | |
| left message for customer to return writers call. | |
| Writer called customer at to follow up on repairs to the | |
| vehicle. Writer left message for customer to please call writer if the | |
| repairs were not done to his satisfaction to please call writer at | |
| . Writer to leave cair open for 1 week. | |
| Writer to close cair since he has not heard back from customer in 1 weel | K. |
| | |

| Customer A | Customer Assistance Inquiry Record (CAIR)# 22174261 | | | | | | | | |
|-------------------|---|------------------------|------------------------|-----------------|---------------|---------------|-------|--|--|
| VIN | 2D4RN5D13 | AR | Open Date | 04/27/2012 | Built
Date | 11/27/2009 | | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GR | AND CARA | AVAN SXT WA | AGON | | |
| In Service Dt | 11/29/2009 | Mileage | 43,000 | Dealer
Zone | 32 | NEW YORK | | | |
| Plant | R | WINDSOR A
PLANT | SSEMBLY | Market U US | | | | | |
| Color | PW1 | STONE WHI | STONE WHITE CLEAR COAT | | | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | | | |
| Transmission | DG2 | 6-SPEED AL | JTOMATIC 62TI | E TRANSMISS | ION | | | | |
| Dealer | 42114 | FAYETTEVII | LE DODGE IN | C | | | | | |
| Dealer
Address | 5427 N BURI | DICK ST | | | | | | | |
| Dealer City | FAYETTEVIL | .LE | | Dealer
State | NY | Dealer Zip | 13066 | | |
| Owner | | Contact Type TELEPHONE | | | | | | | |
| Address | | | | | | Home
Phone | | | |
| | BRIDGEPOR | BRIDGEPORT NY Country | | | | | | | |

| Product - Electrical - Ignition System - Other - Default | Ignition issues since L25 recall was performed |
|---|---|
| Recall - L25: WIN MODULE DETENT RING - Reoccurance or Related Problem | Problem with vehicle since L25 performed on vehicle |
| Corporate - CNA Change - Default - Default | Update personal information |
| Product - Electrical - Unknown - Other - Default | Vehicle periodically stalls since L25 recall |

Briefly summarize why the customer is contacting Chrysler: Caller states that he has had the (L25) Safety recall performed on vehicle WIN MODULE DETENT RING on 04/17/2012 at Burdick Dodge Chrysler Jeep 5885 E Circle Dr Cicero, NY 13039-8604

315-699-3846 and caller states that since this recall was performed on his vehicle there has been electrical issues with his vehicle. Caller states that vehicle periodically stalls as well. Caller stated that the vehicle ran perfectly up until the safety recall was performed. Caller states that he was in touch with the servicing dealership about these issues, and caller states that the dealership stated that there was nothing they could do to repair the issue on his vehicle. Caller states that he is very unhappy with this service that he received from the dealership regarding this issue. Caller stated that he could take the vehicle to Fayetteville Dodge

5427 N Burdick St Fayetteville, NY 13066-9669

315-637-5001 to have this issue corrected.

Briefly summarize what the customer is expecting: Caller expecting to have this issue repaired on his vehicle.

Agent called Fayetteville Dodge with regards to this issue on vehicle, and agent transferred caller to Fayetteville Dodge for further assistance in having having this issue repaired on his vehicle.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: Who has possession of the vehicle? (Owner)

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

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

Fayetteville Dodge

Reassigned to 88F

Status update provided via email to the following email address:

Thank you for being with Dodge I will be your case manager my name is Debbie my number is 1800-763-8422 ext 66266, my hours of operation 7:45-4:15 est. Your case number is 22174261.

End of Status Update

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

Debbie ext 66266

DCC VIN S OWNED: 1 CURRENTLY OWNS: 1 Purchased used BASIC 36 Months or 36,000 Miles 0 November 29, 2012 Expired (Odometer) POWERTRAIN 60 Months or 100,000 Miles 0 November 29, 2014 31 Months or 57,000 Miles

Left message for Rob sm to call writer.

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

. Left message.

Rob sm stated did the recall but no information on anything else. Customer stated that customer made appointment and went back in on 4-27. Customer stated when he went in that he and his wife where treated very rudely. Customer stated when the dealership did the recall they put on the paper that they did inspection also. So when customer went back on 4-27 and advised still having problems that is when they advised him there was nothing they could do. Customer took vehicle to Fayetteville Dodge and they found they had to redo the safety recall and when did inspection of vehicle found something wrong with the radiator. Customer stated will pick up his vehicle sometime today. Writer advised customer all will be noted on the rudeness of the dealership and it does affect the franchise of the dealership. Writer will call Fayetteville Dodge and check on customers vehicle.

Called Ed sm at Fayetteville Dodge who stated that he has noticed in the recall L25 that the wireless receivers go so Ed sm stated they repaired the wireless ignition as a goodwill. Writer advised Ed sm that the customer mentioned the radiator. Ed sm stated nothing on the radiator but the power steering hose problem customer charged \$115.00 in parts. Left message for customer to call writer checking if customers repairs. CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| Customer Assistance Inquiry Record (CAIR)# 22233271 | | | | | | | | | |
|---|------------|---------------------|------------------------------------|-----------------|------------------|---------------|-------|--|--|
| VIN | 2D4RN4DE4 | AR | Open Date | 05/15/2012 | Built
Date | 03/14/2010 | | | |
| Model Year | 2010 | Body | RTKH53 | DODGE GRA | AND CARA | AVAN SE WAG | GON | | |
| In Service Dt | 03/25/2010 | Mileage | 38,866 | Dealer
Zone | 35 | WASHINGTON | | | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY Market U US | | | | | | |
| Color | PXR | BRILLIANT BI | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | | |
| Engine | EGV | 3.3L V6 OHV | 3.3L V6 OHV ENGINE | | | | | | |
| Transmission | DFF | 4-SPEED AUT | TOMATIC VLP | TRANSMISSI | ON | | | | |
| Dealer | 62737 | MOTORWOR | LD CHRYSLEF | RINC | | | | | |
| Dealer
Address | 150 MOTOR | WORLD DR | | | | | | | |
| Dealer City | WILKES-BAF | RRE | | Dealer
State | PA | Dealer Zip | 18703 | | |
| Owner | | | | | | | | | |
| | | | | | | Home
Phone | | | |
| | WILKES BAR | RE PA | | Country | UNITED
STATES | | | | |

| Product - Electrical - Remote/Key Fob - Default - Default | Kev chipped |
|---|---------------|
| I roddol Electrical Remote/Rey rob Beldall Beldall | Tricy cripped |

Briefly summarize why the customer is contacting Chrysler: Customer states the key fob had a chip on the plastic and won t start the vehicle again. Customer states he took vehicle to dealership and dealership refused to replaced the key under warranty.

Briefly summarize what the customer is expecting: Customer seeks key replaced under warranty.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is Preferred Afternoon/Evening call back number is

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? 62737 Reassigned to 96F

CM called SM Dan received voice mail and left message with phone and ext 4720291

CM called customer who advised that he hit a pot hole and because of the 125 recall caused the car to shut down and a chip broke off his key fob and now it does not work. Customer advised the dealer told him to call us for repair. Cm advised will have to call dealer to get more information. CM called SM Dan who advised no loyalty to the dealer and the key fob breaking had nothing to do with the recall on the vehicle. CM agrees with decision.

CM called customer who advised that Chrysler would not assist with good will due to the recall has nothing to do with a key fob breaking.

Customer upset with our decision. CM will close cair.

| Customer Assistance Inquiry Record (CAIR)# 22 | | | | | | | | | |
|---|------------|---------------------------|--------------------|---|----|-------------|--|--|--|
| VIN | 2D4RN4DE0 | AR | Open Date | 05/16/2012 Built Date 09/15/2009 | | | | | |
| Model Year | 2010 | Body | RTKH53 | DODGE GRAND CARAVAN SE WAGON | | | | | |
| In Service Dt | 04/29/2010 | Mileage | 44,602 | Dealer
Zone | 71 | LOS ANGELES | | | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | US | | | |
| Color | PS2 | BRIGHT SILVI | ER METALLIC (| CLEAR COAT | | | | | |
| Engine | EGV | 3.3L V6 OHV I | 3.3L V6 OHV ENGINE | | | | | | |
| Transmission | DFF | 4-SPEED AUT | OMATIC VLP T | RANSMISSIC | N | | | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|------------------|-----------------|------------------|
| Address | | Home
Phone | |
| | LAKE ELSINORE CA | Country | UNITED
STATES |

| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | 2010 DODGE GRAND
CARAVAN |
|--|-----------------------------|
| Product - Drivability - Unknown - Stalling - Default | Stalling inquiry |

Customer who has had a case in the past is calling back having the same problem with stalling.

Customer is willing to work with the dealership 45523.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Preferred Afternoon/Evening call back number

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

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

Reassigned to 96A

Writer tried calling phone was busy writer tried calling writer left VM for to return writer call, Writer provided contact information on VM for customer.

Writer contacted customer and educated customer on the ECS process and provided writer contact information..... per customer on 5/21 customer has an appointment with 45523 around 9am.. writer informed customer writer will contact dealership 45523 to inform customer is in ECS an provide rental Currently customer vehicle is stalling, seat belt light on once and check engine light, Currently customer has an box in her vehicle to detect and codes vehicle is giving off...writer will follow up with customer on 5/21....

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

Dealer Code: 45523
Service Advisor Name: Tom

Service Advisor Phone: 951-817-5525 Technician working on vehicle: N/A

VIN: AR Mileage: 44839 Customer Name:

Customer best contact number:

Descriptions of issue: Vehicle often stalls

Writer verified dealer offered a free rental to ECS customer. Writer

provided dealer with phone number

Customer is in rental.

Web dapis created by Writer-BT251

1st attempt - writer left VM

Customer called stating that she drop her vehicle off at 45523, writer advise customer that dealership 45523 contacted BT251 writer advise

1st attempt - writer left VM.

MRS called upset at Dealer because she states dealer never told her to press the button on the data recorder when vehicle stalled. Per customer, dealer advised her to pick up vehicle tomorrow. Writer advised that CM will be notified and advised to hold off on picking up vehicle until customer speaks to CM. (Recent notes from Dapis show that SA to follow up with ECS when vehicle returns-5/22)

CM received call from customer requesting to speak with AD1020, CM transferred customer.

Writer received call from Customer. Customer states dealer advised Customer to pick vehicle up today, 5/25, but customer would like to know why. Writer advised Customer that Customer needs to push record button when vehicle stalls, to help record event data to see why vehicle is stalling. Customer states dealer never advised of this, but Customer will speak to dealer to see where button is. Writer verified customer has extension; Customer had CB971 s extension. Writer provided correct extension & will follow up with Customer.

1st attempt - writer left VM. 2nd attempt - writer left VM

3rd attempt - writer left VM.

Writer to close CAIR as there is no response from Customer.

called in wanting to speak to AD1020, writer found that wrong number was on record, it should be stated that she has been working with the dealer and will be going in today but dealer told her to call CM before going in. Writer will reopen case and provided AD1020 contact number Customer seeking to speak with the case manager about the file, customer states that the she will be bringing the vehicle back to the dealer and is seeking to have the Cm authorize a rental vehicle.

called back, states she will be returning to BROWNING so that the dealer can review the data recorder data.

Tom calling from dealer 45523 wishing to speak to CM. Tom states the customer is seeking a rental vehicle. Tom states he called AD1020 but she was unavailable. Tom states he needs a call back as soon as possible.

Agent transferred Tom to CM AD1020 at extension 4720283.

called, placed SA TOM on the line with writer. Writer advised SA TOM to place customer in rental and that a TS will contact SA to review the data recordings. Webdapis Reopened by writer. Mileage 46,705, Dealer 45523.

Customer s contact

Customer Mary Hall states she is very upset with fact that the Win Module is being replaced for the third time and does not believe this will resolve the concern. Customer indicated that he vehicle stalls when going down hill, when turning the corner, when going over a bump and makes a clicking sound when it is stalling. Customer wants a explanation as to why if it is the win module why it has failed this many times in a year on a new vehicle. Writer send email over to TS DAA21 to further review Customer contacted CM requesting to speak with AD1020, CM transferred customer to AD1020.

Writer received call from Customer looking for an update. Writer advised that WIN module has failed, and that vehicle is stalling due to key moving from RUN to ACC while driving, which is what data recorder found. Writer advised that TS/SA Tony are working on resolving concern and writer will contact if any updates are received. Writer advised that there could possibly be an internal element which is causing WIN to fail. Customer understood and thanked writer.

Writer left VM for SA Tom.

Writer contacted SA Tom. SA states WIN module was replaced and customer is now in posession of vehicle. SA states customer has had vehicle for almost a week and has not made any further contact. Writer thanked SA. Writer contacted Customer to follow up, as vehicle has been released. Customer states so far concern is resolved and vehicle is running fine. Writer advised that if Customer experiences any concerns to contact writer and writer will assist. Customer thanked writer.

| Customer Assistance Inquiry Record (CAIR)# 22276265 | | | | | | | | |
|---|------------------------|---------------------|-----------------------------------|-----------------------|-------------------------|------------------|-------------|--|
| VIN | 2A4RR5D15 | AR | Open Date | 05/30/2012 | 05/30/2012 Built | | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & C | COUNTRY TO | URING WAGON | |
| In Service Dt | 03/25/2010 | Mileage | 54,340 | Dealer 71 LOS ANGELES | | | ES | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY Market U US | | | | | |
| Color | PS2 | BRIGHT SILV | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62TE | TRANSMISS | ION | | | |
| Dealer | 49944 | MAROONE D | /NATIONAL | | | | | |
| Dealer
Address | 8600 PINES | BLVD | | | | | | |
| Dealer City | PEMBROKE | PINES | | Dealer
State | FL | Dealer Zip | 33024 | |
| Owner | | | | | | Contact
Type | TELEPHONE | |
| Address | Home
Phone | | | | | | | |
| | LAKE HASAVU AZ Country | | | | | UNITED
STATES | | |

Corporate - Product Information - Default - Default - Default Detent Ring

Briefly summarize why the customer is contacting Chrysler:Key resets back causing engine to shut off.

Reviewed Recall Status and L25 WIN MODULE DETENT RING was completed in August 2011.

Safety Recall L25 Wireless Ignition Node Module Detents

2010 Chrysler Town & Country

NOTE: This recall applies only to the above vehicles built through May

17, 2010 (MDH 051700).

Briefly summarize what the customer is expecting:to have vehicle diagnosed and repaired.

Customer will schedule a service appointment at:Anderson Chrysler Jeep Dodge

3920 North Highway 95 Lake Havasu City , AZ 86404

(928-764-5153).

| Customer Assistance Inquiry Record (CAIR)# 22426802 | | | | | | | | | |
|---|--------------------------|------------------------|------------------------------------|-----------------|---------------|------------|-------------|--|--|
| VIN | 2A4RR5D18 | AR | Open Date | 07/16/2012 | Built
Date | 03/04/2010 | | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & C | COUNTRY TO | URING WAGON | | |
| In Service Dt | 03/04/2010 | Mileage | 60,646 | Dealer
Zone | 66 | ORLANDO | | | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY PLANT U US | | | | | | |
| Color | PXR | BRILLIANT BL | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | | |
| Engine | EGL | 3.8L V6 OHV I | 3.8L V6 OHV ENGINE | | | | | | |
| Transmission | DG2 | 6-SPEED AUT | TOMATIC 62TE | TRANSMISS | ION | | | | |
| Dealer | 68426 | THOMSON M | OTOR CENTRE | Ξ | | | | | |
| Dealer
Address | 2158 WASHI | NGTON RD NE | Ξ | | | | | | |
| Dealer City | THOMSON | | | Dealer
State | GA | Dealer Zip | 30824 | | |
| Owner | | Contact Type TELEPHONE | | | | | | | |
| Address | | Home
Phone | | | | | | | |
| | DEARING GA UNITED STATES | | | | | | | | |

| Recall - L25: WIN MODULE DETENT RING - Reoccurance or | Customer states recall has been replaced |
|---|--|
| Related Problem | 3-4 times |

Briefly summarize why the customer is contacting Chrysler: Customer states that her WIN module recall has been replaced 3-4 times, and this last time it caused to veer off the road into a ditch as this recall can cause the vehicle to shut off. Customer states her and her children were in the vehicle when this happened. Customer states that no one was hurt but wants something done about this issue.

Briefly summarize what the customer is expecting: Customer seeking Chrysler to fix the problem once and for all.

Agent advised customer her complaint will be reviewed and a call from CM will take place in one business day.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: N/A

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? 68426

THOMSON MOTOR CENTRE

Reassigned to 88F

* * * * * CASE MANAGER TEAM - District 96 Ù * * * * *

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

Customer is looking to speak with their case manager the had dial the ext 4720325 which the customer was given in a message left by AR1159 but was redirected to writer.

Writer advised that there is no ext listed for AR1159, but the case would be updated stating that the customer is requesting a call back.

Customer is requesting a call back ASAP due to a family situation. Writer transfered customer to CMAR1159.

Customer calls to speak with their Case Manager. CAC transferred customer to CM extension 4720325.

Agent advised customer CM unavailable and transferred to voice mail. CM called customer. Customer states vehicle was purchased used in 2011.

Customer states her car cut off and ran into a ditch. Customer has been

having problems with the ignition switch and was a safety recall that has been repaired 3-4 times already and the issue still exists. Customer states the problem is intermittent. Customer has had it recently repaired on 7/1 at DLR 68426 and is still having problems with the vehicle. Customer states when vehicle cuts off, she is trapped inside of the vehicle because the doors automatically lock and the windows cannot be rolled down. Customer is requesting rental assistance. Advised customer to take vehicle back to DLR 68426. If customer cannot drop vehicle off at DLR today (7/18) at noon, she does not know when she will be able to take vehicle in for diagnosis.

CM spoke with SM Ryan. Ryan states customer can bring vehicle in today (7/18) by 5pm, if not today, 7/19 at 9am. Advised SM will assist with rental \$35 per day, x 2 days.

CM spoke with customer. Advised to drop vehicle off today by 5pm or 7/19 at 9am. Customer says she does not want to deal with Enterprise for rental. Will get rental from another company. Advised customer rental will have to be reimbursed if rental does not go through Enterprise and will reimburse \$35 per day, x 2 days. Customer will take vehicle for diagnosis and repair on 7/23. Asked customer if she has any questions, customer said no, thanked customer. Will follow up with customer on 7/23 CM called SM Ryan. Advised that customer will bring vehicle in on 7/23 around 9am and will be using a different rental car company.

CM called customer . Customer states she has not been able to take her vehicle to the DLR yet due to a death in the family. Customer states she will try to drop vehicle off this afternoon. CM advised customer a follow up will take place on 7/25

Customer contacted CM demanding to speak with supervisor, CM tried both TL lines and they went to voice mail, customer asked CM to try again to get a live connection, CM tried but got voice mail both times. Customer stated she wants something done or she will be contacting a lawyer. CM acknowledged and stated CM will try again to get a supervisor live, CM not successful. Customer agreed to go to TL RP617 to leave a voice mail and stated that her contact number is

Customer calls to speak with their Case Manager. Customer called in demanding to speak with a supervisor. Customer states she is unable to get a rental car because Enterprise does not have any Chrysler vehicles available. CM advised customer she can rent a non Chrysler vehicle but only \$20 per day can be authorized. Customer states she does not want to pay anything out of pocket and if she goes to a different Enterprise location she will have to pay a deposit and she is not willing to do so. Customer is upset and states she will involve a lawyer and the media. Customer states she cannot take her vehicle to DLR until she has a rental car lined up. Customer requests supervisor call back.

Customer called asking to speak to a supervisor. Writer transferred call to TL Leon.

TL took call from customer. Customer advised that the vehicle stalled while driving and an accident resulted. Customer advise that she is working with a lawyer for lemon law information on her concern. TL advised customer that due to the allegation of an accident and lemon law concerns the case will be assigned to the lemon law qualifier team for review and possible special investigation.

Called owner to discuss and determine the seriousness of her accident. Owner advised she had not had an accident per se, but had put a small dent in the underbody from going off the road due to a stalling concern This would not be considered an accident. Call was also given to writer because owner stated she has a Lawyer. Asked owner for Attys name and was advised that she doesn t have one, just consulted with one about lemon law. Advised owner as the third owner of this car, she would not qualify for the Lemon Law. Owner advised writer that she felt her vehicle was unsafe to drive. I advised the owner then she should not drive it, and instead have the vehicle towed to the dealer. Owner questioned who was going to pay for the towing. I advised the owner since she was out of warranty the cost would be her responsibility. Owner unhappy

| Customer | Assistanc | | 22462536 | | | | | |
|---------------|------------|---------------------------|-------------------------------------|----------------|---------------|------------|--|--|
| VIN | 2D4RN4DE9 | AR | Open Date | 07/26/2012 | Built
Date | 02/27/2010 | | |
| Model Year | 2010 | Body | RTKH53 DODGE GRAND CARAVAN SE WAGON | | | | | |
| In Service Dt | 08/20/2010 | Mileage | 24,965 | Dealer
Zone | | | | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | US | | |
| Color | PS2 | BRIGHT SILVI | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGV | 3.3L V6 OHV I | 3L V6 OHV ENGINE | | | | | |
| Transmission | DFF | 4-SPEED AUT | OMATIC VLP T | RANSMISSIC | N | | | |

| Owner | | Contact
Type | LETTER |
|---------|----------|-----------------|------------------|
| Address | | Home
Phone | |
| | ELMER NJ | Country | UNITED
STATES |

| Corporate - Reimbursement - Default - Default - Default | reimbursment for X36 extended warranty |
|--|--|
| Corporate - Corporate Warranty Extension Letter - Minivan Brakes - Reimbursement - Default | reimbursment for extended warranty |
| Dealer - By-Pass - Default - Default | reimbursment for extended warranty |

POSTMARK DATE: 071912; DATE RECEIVED: 072412

Reassigning to 82B to rescan page 3. unable to read any IRF information. 7/27 Rescanned file as requested - owner sent in copy of the repair order and the top of the document is cut off on the copy. Reassigned file to JB1781 for handling.

POSTMARK DATE: 072712; DATE RECEIVED: 072712

Writer confirmed mailing address matches COIN and HPIMS to the claim form.

Proof of payment confirmed:cancelled check 1661

Writer contacted customer to discuss

invoice. Spoke with wife. Writer advised that a complete copy of the

invoice was needed to complete processing the claim. Customer stated when her husband gets up she will have him mail it in.

Waiting for documents.

Waiting for documents.

Waiting for documents.

Writer contacted customer to discuss

invoice. Spoke with wife. Writer asked if the documents had been sent in.

Customer stated her husband would be doing that today.

Waiting for documents.

Customer called in wanting to speak with his case manager in regards to the invoice he submitted. Agent transferred customer to JB1781 at ext-4718517

Writer contacted customer to discuss

invoice. Spoke with wife. Writer advised that the top portion of the invoice was missing. Customer understood. Writer provided fax number

and case number 22462536. Customer stated she is having an issue with the ignition where the key slips out of start and the engine shuts off. Customer stated she had the recall done and right after the repair the ignition was really hard to turn. The customer stated that now it is really loose. Writer advised customer to let the dealership know of this issue at the appointment tomorrow so they can inspect it. the customer stated she has told the dealership and they are going to look at that issue.

Waiting for documents.

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

| Writer contacted IRF ADAMS AUTO REPAIR at 856-455-3321 to discuss invoice. No answer. Left message with return number and extension and case number 22462536. Writer contacted IRF ADAMS AUTO REPAIR at 856-455-3321 to discuss invoice. No answer. Left message with return number and extension and case number 22462536. Writer contacted IRF ADAMS AUTO REPAIR at 856-455-3321 to discuss invoice. No answer. Left message with return number and extension and case number 22462536. Awaiting contact. |
|---|
| Writer contacted IRF ADAMS AUTO REPAIR at 856-455-3321 to discuss invoice. No answer. Left message with return number and extension and case number 22462536. Writer contacted customer to discuss invoice. Spoke with wife. Writer advised that the top portion of the invoice was missing. Customer understood. Customer stated she would speak |
| with her husband. Writer received voice mail time stamped today 12:10 pm requesting contact. Writer received voice mail time stamped today 4:31 pm requesting contact |
| writer contacted customer and case number 22462536 and fax number 877-768-5076. Writer contacted customer and case number 22462536 and fax number 877-768-5076. Writer contacted customer to discuss invoice. No answer. Left message with return number and extension and case number 22462536 and fax number 877-768-5076. Waiting for documents. |
| ****** Below Customer Contacted for Documentation Request ***** ***** Customer Document Received ***** EXT Warranty - Front Brakes X30 *********************************** |
| Customer submitted request for reimbursement for front brakes extended warranty (X30). Parameters are 12-24 months or 12,000/24,000 miles with \$50 deductible or 24-36 months or 24.001/36,000 miles \$100 deductible. Customer s proof of payment is:Canceled check 1661 In-service Date:08/20/2010 Date of repair:05/29/2012 Invoice #:1815 Mileage:24,965 Labor \$86.90 Parts \$117.82 Misc. Charges \$0.00 Tax \$17.40 Total \$222.12 Less Deductible -\$100.00 Total Reimbursement \$122.12 Writer is submitting check for approval in the amount of \$122.12 |
| Writer contacted customer to discuss reimbursement. Spoke with wife. Writer advised of reimbursement amount. Customer was happy. Writer asked for permission to process the claim. The customer stated yes. The writer stated the check would be submitted for approval and barring any complications the check should arrive in 2-3 weeks but if nothing is received after that time to contact CHRYSLER. Customer understood. Approved. |

| Customer Assistance Inquiry Record (CAIR)# 22490937 | | | | | | | | |
|---|------------|-------------------------------------|--|-----------------|----------|------------|-------------|--|
| VIN | 2A4RR5D11 | AR | Open Date 08/03/2012 Built Date 03/17/2010 | | | | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & C | COUNTRY TO | URING WAGON | |
| In Service Dt | 04/01/2010 | Mileage | 50,000 | Dealer
Zone | 66 | ORLANDO | | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY Market U | | | US | | |
| Color | PW1 | N1 STONE WHITE CLEAR COAT | | | | | | |
| Engine | EGL | 3.8L V6 OHV ENGINE | | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | | |
| Dealer | 60338 | AIRPORT CH | IRYSLER DOD | GE JEEP | | | | |
| Dealer
Address | 5751 EAGLE | VAIL DR | | | | | | |
| Dealer City | ORLANDO | | | Dealer
State | FL | Dealer Zip | 32822 | |
| Owner | | Contact
Type TELEPHONE | | | | | | |
| Address | | Home
Phone | | | | | | |
| | MORAINE O | MORAINE OH Country UNITED STATES | | | | | | |

| Product - Engine - Engine Block / Short Engine - Other - Default | complete loss of power |
|--|----------------------------------|
| Corporate - Complaint Contact - Default - Default - Default | vehicle shut off without warning |

Customer calling in for recall information and to find a complaint.

Vehicle ignition key turned off 3 times by itself because of bumpy road conditions.

Customer has also had problems with a/c, and power steering pump in the 4 months that she has owned it.

customer feels unsafe and dose not want to drive vehicle around with her children in it..

Agent advised that there are no open recalls on vehicle at this time.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is same

Customer email address for case updates:

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?NA Reassigned to 88F

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

. CM contacted SM and advised a D2D will be sent and CM will have customer come in for a Appointment to get vehicle diagnosed for customers vehicle cutting off while driving. CM spoke with Eric(ASM) and left mesage for Kevin(SM) to call me back. No additional questions or concerns, CM ended Call.

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.

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 8/10/2012 AT 12:04:722 R 22490937 CONTACT UPDATE - 1st Contact attempt, phone number dialed,

2nd attempt made to contact customer. VM asked me to leave a message as i was trying to talk VM sad goodbye was unable to leave a message.

3rd attempt made to contact customer. Left message. CM contacted Kevin (SM) out to lunch, CM spoke with Steven (SA) and there was no appointment made in the system and customer has not been in for a diagnosis.

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

. CM called customer left message on voicemail.

CM made error in line 55 should be 4th contact not 1st.

5th attempt made to contact customer. Left message.

CM called left message on voicemail.

6th attempt made to contact customer at# left message on voicemail.

7th attempt made to contact customer. Left message.

CM has made several attempts to contact customer. DLR has made several attempts to contact customer. Customer is not responding to left messages. No return calls from customer. CM will close cair.

| Customer Assistance Inquiry Record (CAIR)# 22533600 | | | | | | | | |
|---|------------------------|------------------------------------|-----------------------------------|-----------------|---------------|---------------|-------|--|
| VIN | 2D4RN5D15 | AR | Open Date | 08/17/2012 | Built
Date | 02/17/2010 | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRA | AND CARA | AVAN SXT WA | GON | |
| In Service Dt | 02/17/2010 | Mileage | Mileage 46,400 Dealer 32 NEW YORK | | | | | |
| Plant | R | WINDSOR AS
PLANT | INDSOR ASSEMBLY Market U US | | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62TE | TRANSMISS | ION | | | |
| Dealer | 43853 | NEMER CHR | YSLER-DODGI | E | | | | |
| Dealer
Address | 728 QUAKEF | R RD | | | | | | |
| Dealer City | QUEENSBUI | RY | | Dealer
State | NY | Dealer Zip | 12804 | |
| Owner | Contact Type TELEPHONE | | | | | | | |
| Address | | | | | | Home
Phone | | |
| | SOUTH GLE | Country | | | | | | |

Product - Engine - Unknown - Other - Default Stalling while driving

Briefly summarize why the customer is contacting Chrysler: MRS called in with concerns of the vehicle shutting off while driving. Customer had the L25 Recall performed on vehicle in January and feels that this is what is causing the vehicle to quit. Customer took vehicle to the dealership they cannot duplicate but when they touched the key the vehicle quit. Dealership told her that her keys were too heavy. Customer only has 2 keys and a couple of grocery store tags on the ring. Vehicle has done this twice now. Customer is not satisfied with the response from the dealership. They told her the vehicle quitting has nothing to do with the Recall. Customer does not accept this. Briefly summarize what the customer is expecting: Resolution for the vehicle guitting.

CAC updated COIN.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Dealer customer will be picking up todayÙ

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?43853 Reassigned to 88F

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Email sent with contact information. Follow-up on 8/20/12.

Status update provided via email to the following email address:

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

Your case number: 22533600

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66254

My work hours: 7:00AM-3:30PM Mountain Time Monday-Friday

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

End of Status Update

Attempt made to contact SM of 43853. Unable to leave message.

Attempt made to contact Mr./Mrs.

Writer contacted customer. Customer states that they have not had any concerns with the vehicle shuttin off since 8/17. Customer states dealership 43853 was not very helpful and they will be going to a non-Chrysler dealership for assistance in the future. Writer apologized for the experience. Writer advised case will be documented and closed,

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

customer agrees.

| Customer Assistance Inquiry Record (CAIR)# 22537736 | | | | | | | | |
|---|------------|-------------------|--|-----------------|---------------|-----------------|-----------|--|
| VIN | 2A4RR5D17 | AR | Open Date | 08/20/2012 | Built
Date | 02/12/2010 | | |
| Model Year | 2010 | Body | RTYP53 CHRYSLER TOWN & COUNTRY TOURING WAG | | | | | |
| In Service Dt | 02/18/2010 | Mileage | Mileage 31,000 Dealer Zone 42 DETRO | | | | | |
| Plant | R | WINDSOR A | ASSEMBLY | US | | | | |
| Color | PWL | WHITE GOL | WHITE GOLD CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OH | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED A | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 42835 | DICK SCOT | T DODGE INC | | | | | |
| Dealer
Address | 684 ANN AR | BOR ROAD | | | | | | |
| Dealer City | PLYMOUTH | | | Dealer
State | МІ | Dealer Zip | 48170 | |
| Owner | | | | | | Contact
Type | TELEPHONE | |
| Address | | | | | | Home
Phone | | |
| | MILFORD M | ILFORD MI Country | | | | | | |

| Product - Wheels and Tires - Front Wheel Bearings - Other - Unknown | Customer seeking lemon law |
|---|-----------------------------|
| Product - Brakes - Pads/Shoes - Seized, Stick, Binds - Rear | Customer seeking lemon law. |
| Product - Electrical - Ignition System - Defective - Default | Customer seeking lemon law. |
| Corporate - Lemon Law - Default - Default - Default | |
| Corporate - Survey By-Pass - No Response - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer contacts seeking lemon law.

Briefly summarize what the customer is expecting: Customer states he has had an ongoing concern with the ignition system in his vehicle. Customer states for quite some time now he has experienced stalling and complete shutoffs while driving the vehicle. Customer states the vehicle has been in and out of the dealer over 3 times and is still not resolved. Customer states he thinks the electric key module is defective to the point that it believes the electric key has been turned even when it has not. Customer states on top of that he has had alot of brake and bearing concerns. Customer is not happy with how often the vehicle needs service or experiences problems. Customer seeking lemon law. Customer feels vehicle is unsafe and his wife will not drive it.

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

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

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

Who has possession of the vehicle? Dealer

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

Reassigned to 88L

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

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

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: The vehicle has no repair attempts inside the terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

2nd Attempt: Left message with contact information and follow up 8-23-12
3rd The agent called the customer MR and informed him that the vehicle does not appear to qualify for lemon law/ buyback and appears to be outside the terms of protection; however we do want to seek

appears to be outside the terms of protection; however we do want to seek a resolution for our customers. The agent informed the customer that we will be forwarding there case to a case manager for further handling. The agent told the customer that they will be contacted in one business day. The agent called the dealership and left a message for the SM Joe, the agent informed him that we have been contacted by our customer for lemon law/ buy back. We have informed the customer that the vehicle does not appear to qualify however, we want to make ourselves available for our customer and will be transferring the case to our case management team for further handling

Writer called customer Customer Customer States that the car stalls out and he does not feel it s safe. Customer states that he was in last week for a repair and it seems to have fixed the car but he is not driving it now because he does not want to put his life at risk. Writer advised that she would follow up in a week to see if the car was running correctly.

Writer called customer . Left message advising if no contact was made by 9/11/12 case would be closed.

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

| Customer Assistance Inquiry Record (CAIR)# 22543663 | | | | | | | |
|---|--|--------------------|---------------------------------------|-----------------|---------------|---------------|-------|
| VIN | 3D4PG4FB9 | AT | Open Date | 08/21/2012 | Built
Date | 12/21/2009 | |
| Model Year | 2010 | Body | JCDH49 | DODGE JOL | JRNEY SE | HATCHBACK | |
| In Service Dt | 12/23/2009 | Mileage | Mileage 78,000 Dealer Zone 66 ORLANDO | | | | |
| Plant | Т | TOLUCA AS
PLANT | OLUCA ASSEMBLY Market U US | | | | |
| Color | PXR BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | | |
| Engine | ED3 2.4L I4 DOHC 16V DUAL VVT ENGINE | | | | | | |
| Transmission | DFF | 4-SPEED AL | JTOMATIC VLF | P TRANSMISS | ION | | |
| Dealer | 45346 | ROB LAMBE | IN'S UNIVERS | SITY DODGE | | | |
| Dealer
Address | 5455 S UNIV | ERSITY DR | | | | | |
| Dealer City | DAVIE | | | Dealer
State | FL | Dealer Zip | 33328 |
| Owner | Contact Type | | | | | | |
| Address | | | | | | Home
Phone | |
| | MIRAMAR FI | MIRAMAR FL Country | | | | | |

Product - Electrical - Ignition System - Other - Default Win detent module

Briefly summarize why the customer is contacting Chrysler:Customer called to file a complaint about having to be back in the dealership three time for the same recall issue. The customer claims the key pops out of the on position and into the start position. The customer claims that when this happens her engine shuts off and windows wont work the radio dies. The agent spoke with the service manager and the service manager stated that it is not the win dentent ring but the module itself. The SM stated that they are going to cover the cost free of charge. The customer wanted reimbursement for the rental. Agent advised customer that the dealership is not covering the rental but would cover the cost of repair. The customer stated she will take care of the rental.

Briefly summarize what the customer is expecting:Customer is expecting rental reimbursement.

| Customer Assistance Inquiry Record (CAIR)# 22553019 | | | | | | | | |
|---|------------|--|---------------------------------------|-----------------|---------------|---------------|-------------|--|
| VIN | 2A4RR5DX8 | AR | Open Date | 08/23/2012 | Built
Date | 09/14/2009 | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & 0 | COUNTRY TO | URING WAGON | |
| In Service Dt | 02/26/2010 | Mileage | 34,500 | Dealer
Zone | 42 | DETROIT | | |
| Plant | R | WINDSOR AS
PLANT | VINDSOR ASSEMBLY PLANT Market U US | | | | | |
| Color | PRH | RH INFERNO RED CRYSTAL PEARL COAT | | | | | | |
| Engine | EGQ | 4.0L V6 SOHO | ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISSI | ON | | | |
| Dealer | 66487 | JAKE SWEENEY CHRYSLER JEEP DODGE, INC. | | | | | | |
| Dealer
Address | 85 W KEMPE | R RD | | | | | | |
| Dealer City | CINCINNATI | | | Dealer
State | ОН | Dealer Zip | 45246 | |
| Owner | | Contact
Type | | | | | | |
| Address | | | | | | Home
Phone | | |
| | CINCINNATI | ОН | | INCINNATI OH | | | | |

| Corporate - Survey By-Pass - No Diagnosis - Default - Default | Customer has not been for diagnosis |
|---|---|
| Recall - L25: WIN MODULE DETENT RING - Information Request | L25 WIN MODULE DETENT RING |
| Product - Electrical - Ignition System - Other - Default | goes fron on to ac position without touching it |

Briefly summarize why the customer is contacting Chrysler:

Mr Borger states he had the recall performed on his vehicle for L25

WIN MODULE DETENT RING

Customer states the key now goes from the on position to AC position without touching it.

The dealership could not recreate the problem. It happens Intermittently.

Briefly summarize what the customer is expecting:

Customer seeks a resolution to the prblem

Customer seeks more information from Chrysler .

The ignition switch was replaced on the vehicle.

Customer has been to the dealership 6 times.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

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: 66487 Dealer Name: JAKE SWEENEY CHRYSLER JEEP DODGE, Dealer

Phone: 513-782-1000

Reassigned to

88f

Status update provided via email to the following email address:

My name is Kristen and I have been assigned as your Case Manager. Here is

some information that will be helpful for you to have:

Your Case number: 22553019

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66259

My work hours: 8:00 am to 2:00 pm Eastern Time Monday-Friday

I will contact you within one business day by telephone to review your case with you. Note: This is a system generated message. Please do not reply. Sincerely, Your Case Manager Kristen End of Status Update * * * CASE MANAGER TEAM - District V * * * * * In by time and miles Service contracts ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES 1st owner purchased 2.2010 miles 27,191 owned 1 used HH 3 currently owns CONTACT UPDATE - 1st Contact attempt, phone number dialed. calling customer for more information. Customer states that she wonders if they put in a used one. Customer states that when she drives her car will die. 3 times in 2 Weeks. Key will move to the accessory position. Customer states that she has car in 4 times. Customer states that it happens randomly. Customer states that she did a ride along twice and had no issues. Writer stated that she needs to have car diagnosed so we have a point of failure. Customer stated that she would make an appointment. Writer calling service manager: 513-782-1000 service manager is at lunch. Spoke to Jason in service. Writer stated that customers car will go to the accessory position and just cut off. Writer stated that we are sending customer in for a diagnosis. calling customer to see if they have gotten a diagnosis. Writer calling service department 513-782-1000 Mike to see if customer has had a diagnosis. No answer left message asking if customer has had a diagnosis. Also left contact information. no answer left message stating that Writer calling customer if customer dosn t have a diagnosis my 9.07.2012 that case will close. Writer speaking with service manager Shane stating that we were calling to see if he has made a decision. Customer is worried about this vehicle doing this and him and his wife being killed on the highway. Customer feels this is the key switch. Customer feels this should stay at dealership so this can be found and fixed. Customer is frustrated with the fact that the dealership cannot find the trouble. Call was dropped. Writer calling customer . Left message follow up 9/11/12. Writer called dealership 66487 at 513-782-1000. Spoke to service advisor Jason who stated that he ordered a part for the customer and it came in this morning. Jason states that he called the customer this morning and they are in Florida on vacation. Jason that they have not been able to duplicate the concern with the ignition. Writer calling customer Customer states that he is upset because kt309 advised him that the WIN module would be replaced. Customer states that JP1353 advised him that unless the dealership is able to duplicate the concern we can not replace parts. Writer apologized and advised that unless we are able to duplicate the concern we can not authorize the replacement of parts. Customer understood and stated that he feels if the dealership drove the car for a week they would be able to duplicate the concern. Writer advised that we would look into a rental car so the customer could leave the car at the dealership for a week to see if they could duplicate the concern. Customer was thankful. Writer advised follow up no later then 9/14/12. Customer also stated that on the drive down to Florida he went over 36,000 miles. Writer advised that he is not outside of the basic warranty but we would speak to the dealership about it because it was a concern while he was under warranty. Customer understood. no answer. Left contact information. Writer calling customer Customer alternate phone number is Caller is requesting to speak with Case Manager. Customer transferred to extension # 66301 with CM OS533 Writer received call from customer. Customer states they are on vacation right now and won t be back until 9/25 and she will try and get it in that week. Customer also states that if the CM needs anything else she can call them. Writer advised customer I would document the case. Writer calling customer to see if they have had a diagnosis calling customer states that she had not had a diagnosis. customer stated that she is going to call today to make arrangements. Writer stated that

we will give customer until 10.02.2012 to get a diagnosis. No contact from customer . Customer has not been for a diagnosis. Survey By-pass added.

| Customer A | Customer Assistance Inquiry Record (CAIR)# 22585626 | | | | | | |
|-------------------|---|---------------------|-------------------------------------|-----------------|-------------|------------|-------------|
| VIN | 2A4RR5D11 | AR | Open Date 09/04/2012 Built Date 03 | | | 03/18/2010 | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & 0 | COUNTRY TO | URING WAGON |
| In Service Dt | 03/18/2010 | Mileage | Mileage 40,092 Dealer Zone 71 | | LOS ANGELES | | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY Market U | | | US | |
| Color | PBG | CLEARWATE | CLEARWATER BLUE PEARL COAT | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AU | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | |
| Dealer | 49944 | MAROONE D/NATIONAL | | | | | |
| Dealer
Address | 8600 PINES BLVD | | | | | | |
| Dealer City | PEMBROKE PINES | | | Dealer
State | FL | Dealer Zip | 33024 |
| Owner | Contact Type TELEPHONE | | | | | | |
| Address | Home
Phone | | | | | | |
| | GREENWICH CT Country UNITED STATES | | | | | | |

| Recall - L25: WIN MODULE DETENT RING - Advise | Customer seeks recall information for |
|---|---------------------------------------|
| Owner/Incomplete Recall | current issue. |

Briefly summarize why the customer is contacting Chrysler: Customer seeks recall information for current issue.

Briefly summarize what the customer is expecting:Customer seeks recall information concerning electrical under the ignition.

Customer states:the vehicle shuts off while driving.

Customer calls seeking recall information.

Agent advised customer: of complete recall recall #WIN MODULE DETENT

RING SAFETY 06/16/2011 09/20/2011 COMPLETE

Ùfor this vehicle.

Agent advised customer: if the recalled part is defective the dealership

will replace it at no cost to the customer.

| Customer A | Assistance | Inquiry R | ecord (CAI | R)# | | | 22606364 |
|-------------------|----------------------------------|--|------------------------------------|-----------------|---------------|------------|----------|
| VIN | 2D4RN4DE9 | AR | Open Date | 09/10/2012 | Built
Date | 02/27/2010 | |
| Model Year | 2010 | Body RTKH53 DODGE GRAND CARAVAN SE WAGON | | | GON | | |
| In Service Dt | 08/20/2010 | Mileage | 29,240 | Dealer
Zone | 35 | WASHINGTON | |
| Plant | R | WINDSOR ASSEMBLY Market U | | | U | US | |
| Color | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGV | 3.3L V6 OHV | 3.3L V6 OHV ENGINE | | | | |
| Transmission | DFF | 4-SPEED AU | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | |
| Dealer | 67403 BOB NOVICK CHRY-DODGE-JEEP | | | | | | |
| Dealer
Address | 808 NORTH PEARL STREET | | | | | | |
| Dealer City | BRIDGETON | | | Dealer
State | NJ | Dealer Zip | 08302 |
| Owner | Contact Type TELEPHONE | | | | | | |
| Address | Home
Phone | | | | | | |
| | ELMER NJ Country UNITED STATES | | | | | | |

| Product - Electrical - TV/DVD - Intermittent or Inoperative - Video | dvd player comes on by itself |
|---|--|
| Product - Electrical - Ignition System - Other - Default | the ignition switchs off while driving |
| Corporate - CNA Change - Default - Default - Default | updated second phone number |

STATES

Briefly summarize why the customer is contacting Chrysler:

Customer states the had the L25 WIN MODULE DETENT RING repaired on 08/16/2011.

Customer states the ignition shut off intermittently while in drive.

The dvd shuts off and turns on by itself

The radio shuts off by itself.

Briefly summarize what the customer is expecting:

Customer is making a appointment tomorrow with the dealership

Customer seeks a resolution to these issue and states its scary while driving down the road.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

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: 67403 Dealer Name: BOB NOVICK CHRY-DODGE-JEEP Dealer Phone:

856-451-0095 Reassigned to

96f

* * * * * CASE MANAGER TEAM - District 96 Ù * * * * *

Per COIN original owner - VIN history - 3 - current 1

CM spoke with SA Tony at Bob Novick #67403, SA states the customer is not on the schedule and has not come in.

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

- Customer states the vehicle has shut itself off with both sets of keys and also, occasionally, the radio will shut itself off and the dvd player will swing out and engage. CM stated she will follow up with the dealer regarding diagnosis. CM is scheduling an appointment for later this week or early next week.

CM spoke with SA John who states he replaced the recall part just to be sure, but the symptoms couldn t be duplicated.

Customer called very upset because the SA told her the WIN module retention ring was 'missing' and 'may have fallen out'. Customer s vehicle had died on the freeway and she is afraid it will happen again. CM apologized and the customer confirmed that she can tell the difference from the way the key fits now. CM confirmed that notes will be made on the CAIR. Customer stated she doesn t need further assistance at this time. CM stated the customer should feel free to call if anything comes up in the future.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

| Customer A | Customer Assistance Inquiry Record (CAIR)# 22677962 | | | | | 22677962 | |
|-------------------|---|-----------------------------------|---|-----------------|---------------|------------|-------|
| VIN | 3D4PH5FV4 | АТ | Open Date | 10/03/2012 | Built
Date | 01/13/2010 | |
| Model Year | 2010 | Body | Body JCEP49 DODGE JOURNEY SXT AWD HATCHBACK | | | łBACK | |
| In Service Dt | 01/13/2010 | Mileage | Mileage 45,000 Dealer 35 WAS | | WASHINGTON | | |
| Plant | Т | TOLUCA ASS
PLANT | TOLUCA ASSEMBLY Market U | | | US | |
| Color | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGF | 3.5L V6 HIGH | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AU | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | |
| Dealer | 23304 FARRISH DODGE JEEP | | | | | | |
| Dealer
Address | 9610 FAIRFAX BLVD | | | | | | |
| Dealer City | FAIRFAX | | | Dealer
State | VA | Dealer Zip | 22031 |
| Owner | Contact Type TELEPHONE | | | | | TELEPHONE | |
| Address | Home
Phone | | | | | | |
| | FAIRFAX VA UNITED STATES | | | | | | |

Product - Electrical - Ignition System - Other - Default ignition issues

Briefly summarize why the customer is contacting Chrysler: Customer states that when driving the key will be in the start position and kick its self off and shuts vehicle down. Customer states that this can happen at any time, in reverse, drive or sitting idling Customer states that the dealership told him that the vehicle was stalling because the key was popping up. Customer states that he can see the key pop out of position. Customer states that this issue has been going on for at least 6 or 7 months.

Briefly summarize what the customer is expecting: Customer wants his ignition fixed.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? Reassigned to 96F

* * * * * CASE MANAGER TEAM - District 96Ù * * * * *

Status update provided via email to the following email address:

Hello

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

Your Vehicle: 2010 DODGE JOURNEY SXT AWD HATCHBACK

Your VIN: 3D4PH5FV4AT

CASE #: 22677962

The Chrysler Case Management telephone number is: 855-525-5085

My Direct Extension: 4720323

My work hours: Monday-Friday 9:00 AM 5:30 PM Eastern Time I will contact you within one business day from today by telephone to review your case with you.

Thank You, Franc

Chrysler Assistance

End of Status Update CONTACT UPDATE - 1st Contact attempt, phone number dialed, CM left voicemail for customer and provided contact number, extension, hours of operation, and case number. CM thanked Customer. Ended call. 2nd Contact attempt, phone number dialed, . CM left voicemail for customer and provided contact number, extension, hours of operation, and case number. CM thanked Customer. Ended call. Status update provided via email to the following email address: Hello, my name is Franc and I am your case manager for your 2010 DODGE JOURNEY SXT AWD HATCHBACK. I have been trying to reach you at the number you provided, and left you a message.

I need to speak with you so that I may be better able to assist you with your concern. Please call me at your convenience. The Chrysler Case Management telephone number is: 855-525-5085 My Direct Extension: 4720323 My work hours: Monday-Friday 9:00 AM 5:30 PM Eastern Time I look forward to speaking with you and helping you with your vehicle concern. Sincerely, Franc Chrysler Assistance End of Status Update Customer called and spoke to CM. Customer stated key is going from on to off, and it stalls at any time. Customer states he had a dealer look at it but he didn t want to go through with the repairs because it was not a covered component. CM advised only way to consider goodwill is if customer gets a diagnosis. Customer states go ahead and set appt. at dealer 23304, customer requests address be emailed. CM dialed dealer 23304, spoke to SA Brian. CM joined the line and SA and customer set appt. for 10-15 at 1 pm. CM advised will follow up post diagnosis. CM thanked customer. Ended call. Status update provided via email to the following email address: The address of FARRISH CHRYSLER JEEP DODGE is: 9610 fairfax blvd fairfax , VA 22031-2320 Telephone: 703-273-0200 Your appt. is on 10-15 at 1 PM, and they will let me know after the diagnosis what is going on, as well as they will let you know. Thank You and I appreciate you choosing Dodge. End of Status Update Customer calls to speak with their Case Manager. Customer wanted to verify where and when his appointment was, agent provided him with this information Customer called in to speak with CM. Agent transferred call to CM voicemail. CM dialed customer at spoke to customer. Customer states wife dropped off vehicle and service department was not aware of vehicle concern. CM advised this was probably due to the fact that vehicle concern was not made aware to entire service department, but rather one advisor. CM advised will call and confirm vehicle receipt and advisor, notify customer. CM thanked customer. Ended call. CM dialed dealer 23304, spoke to SA Larry who is SA on vehicle. SA states vehicle may or may not be diagnosed today. CM provided contact number, extension for updates. SA states Mark is the SM. CM thanked SA. Ended CM dialed customer at , spoke to customer. CM advised customer SA is Larry and diagnosis is pending. CM advised if any news, customer will receive updates. CM thanked customer. Ended call. CM dialed dealer 23304, spoke to SA Larry. SA states warranty cost for repair is: parts:\$183.40, labor: \$86.22, Total: \$269.62. CM advised if dealer will offer goodwill. SA states wil consult with SM and call back CM. CM thanked SA. Ended call. CM dialed dealer 23304, spoke to SA Larry. SA states he consulted with SM

Mark, states dealer will offer goodwill with \$0.00 customer pay. CM advised phone call when customer picks up. CM thanked SA. Ended call. CM dialed dealer 23304, spoke to SA Larry who states customer picked up

, spoke to customer. Customer states

vehicle. CM thanked SA. Ended call.

CM dialed customer at

vehicle working fine now, but one of the key fobs will not work at all with the vehicle post repair. Customer states he would like this addressed with the dealer. Customer states he will call and speak to SA Larry about this. CM thanked customer. Ended call. CM dialed customer at the customer is satisfied with repairs. CM advised that call back is not necessary if customer is satisfied with repairs. CM advised if any more concerns please contact. Case will close. CM provided contact number, extension, hours of operation, and case number. CM thanked Customer. Ended call. CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer Assistance Inquiry Record (CAIR)# | | | | | 22789319 | | |
|--|------------|------------------------------------|------------------------------------|-----------------------------|---------------|------------|--|
| VIN | 3D4PG5FV4 | AT | Open Date | 11/09/2012 | Built
Date | 01/15/2010 | |
| Model Year | 2010 | Body | JCDP49 | DODGE JOURNEY SXT HATCHBACK | | | |
| In Service Dt | 01/15/2010 | Mileage | 55,000 | Dealer
Zone | | | |
| Plant | Т | TOLUCA ASS
PLANT | OLUCA ASSEMBLY Market U US | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | -SPEED AUTOMATIC 62TE TRANSMISSION | | | | |

| Owner | | | Contact
Type | E-MAIL |
|---------|--------------|----------|-----------------|------------------|
| Address | | APT 1206 | Home Phone | |
| | CHALMETTE LA | | Country | UNITED
STATES |

| Product - Unknown - Unknown - Stalling - Default | Customer states the vehicle will stall while driving. |
|---|--|
| Product - Electrical - Remote/Key Fob - Default - | Customer states this is the third time the key fob has |
| Default | stopped working. |

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

Fob recall car was fixed twice and still have the same issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

bought my car in Feb 2011 a month later it started to have problems with the engine shutting off. At the time no one knew what the problem was (there was no recall notice), after 4 months and two different dealerships I was finally able to get it 'fixed' several months after it started doing the same thing. So I took the car into another dear ship and they 'fixed' it. Just Today as I was pulling out of a parking lot into a busy intersection it shutoff once again. I have two small children and feel it is very dangerous to drive my car with my 4 yr old and 5 month old sons in the car because I never know when it's going to shut off. I have been very proactive and patient with dealing with the whole issue. I feel that if I take my car in for the 3rd time it still may not be fixed correctly. I love my Dodge Journey but wish I never bought it, because it is unsafe for me and my family. What other options are you providing for your customers who have had their car 'fixed' and still having the same issues. I am able to provide all documentation needed to prove what I stated above.

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

Dear

Thank you for contacting the Dodge Customer Assistance Center regarding your 2010 Journey.

We are sorry to learn of the (ENTER CONCERN HERE). 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.

We would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis be performed by any authorized (CDJR) Dealership to review the situation and a determination on the repair procedure be put in place.

This will best allow us to review your request going forward. It is important to note we are not requesting you fully undergo the repairs at this time, we are only requesting a diagnosis be performed so we may better gather information related to your vehicles condition in order to better review your request.

We have updated your file to reflect the information provided in your email. Once you have had an opportunity to undergo a diagnosis through your authorized (CDJR) Dealership, please respond using the link provided below to advise us of this information. We will be more than happy to further review your request at that time.

Thanks again for your email.
Sincerely,
Maria
Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL*****

The issues is that the error code never shows on a diagnosis test *****END OF CUSTOMER EMAIL*****

Dear

Thank you for contacting the Dodge Customer Assistance Center regarding your 2010 Journey.

Unfortunately we do require a diagnosis of the vehicle before we can escalate your case. Once the vehicle is at the dealer, contact us back and we will escalate the case for you. Our management team will then work with the dealer to resolve your issue.

Thanks again for your email.

Sincerely,

Maria

Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL*****

2nd email regarding RECALL Key Fob. I took the car into my nearest Dodge dealer.NEW Orleans,LA off 1-10 service rd. this past week and the service assistant manager William Kemp told me' there was never a recall on my vehicle' and b/c my key LOOKED beat up I needed to replace the key and pay 250.00. He was not interested in resolving the issues and basically told me I didn t know what I was talking about. The last time the Fob slipped was 7/28/13, I took it into the deal in New Orleans on 8/1/13. I have a copy of the invoice. I also emailed both the assistant manager and manager the info about the recall later that day on 8/1/13. They did not respond. I tried taking it to another dealer but they were 2-3 days behind. I am hoping that something can be done to help me with this issue and I would like it documented as a formal complaint the type of service I received at the dealership form William Kemp and that he did nothing and insisted I needed to pay more money. As well as the Manager that once he was emailed he did nothing. As you are aware this is a dangerous problem and very serious. I hope I will get a real responds this time and not a general (ENTER CONCERN HERE) response. *****END OF CUSTOMER EMAIL*****

| Customer A | Customer Assistance Inquiry Record (CAIR)# 22840314 | | | | | | | |
|-------------------|---|-------------------------------|-------------------------------------|-----------------|---------------------------------------|------------------|-------|--|
| VIN | 2A4RR5D10 | AR | Open Date | 11/27/2012 | Built
Date | 02/12/2010 | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | CHRYSLER TOWN & COUNTRY TOURING WAGON | | | |
| In Service Dt | 05/05/2010 | Mileage | 36,910 | Dealer
Zone | 35 | WASHINGTON | | |
| Plant | R | WINDSOR AS
PLANT | SSEMBLY | Market | U | US | | |
| Color | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 39132 | POMOCO CH | IRY-JEEP OF H | HAMPTON | | | | |
| Dealer
Address | 4116 W MEF | RCURY BLVD | | | | | | |
| Dealer City | HAMPTON | | | Dealer
State | VA | Dealer Zip | 23666 | |
| Owner | Contact Type TELEPHONE | | | | | | | |
| Address | | | | | | Home
Phone | | |
| | NEWPORT NEWS VA | | | | Country | UNITED
STATES | | |

| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Seeking repair assistance |
|--|---------------------------|
| Product - Drivability - Unknown - Stalling - Default | Vehicle keeps stalling |

Briefly summarize why the customer is contacting Chrysler: Customer states that the issue with the vehicle started on February 8/11 and that the vehicle keeps stalling. Customer has brought the vehicle to the dealership numerous times and that the dealer can not duplicate the issue, Customer states that the vehicle has shut off on her more then 10 times since she got the vehicle. Customer states that she s spoke with the SM and the AM. Customer states that the dealer put in a computer in and took it off in November. Customer states that she was supposed to push the button every time the vehicle shut off. Customer states that the dealer took off the computer and that they are waiting to hear back from the technicians. Customer states that she has all the paper work from previous repair attempts and is seeking assistance in getting the vehicle repaired. Customer states that they feel that with the vehicle there is a major safety concerned with stalling. Agent advised that the file will be sent to the sent to the case manager for further review.

Briefly summarize what the customer is expecting: Customer calling seeking assistance in getting the vehicle repaired.

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? 39132

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

Preferred Morning/Midday call back number is:

Cell

Preferred Afternoon/Evening call back number is: Customer email address for case updates:

Reassigned to: 88F

* * * CASE MANAGER TEAM - District W * * * * *

Bought new

3 vehicles in household

within dealerscope

Out of 336 by 600 miles

STAR case open

Writer emailed Service Manager Steve for more information

Customer seeking CM. CSR transferred to 800-763-8422 EXT 66186.

Writer contacted Service manager Steve who states that the recording has already gone to STAR and we are waiting on a response. Writer informed

Steve case will be sent for documentation and follow up ######## DIRECT-TO-DEALER ######## ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is Stalling.

Action requested: Waiting on STAR response for DATA rocording. Please update this CAIR with resolution.

Writer contacted customer, Mrs. Stitt, who expressed her concern that the issue is not resolved. Writer informed customer that we are working on analyzing the recording from the vehicle and once new information is available she will be informed. Writer informed customer that she will be contacted daily to ensure the case is being worked on. REASSIGNED TO BC/DLR 35 39132 11/28/12 16:09 O 22840314 *Contact Date:11/28/2012

Service Manager at the dealership has updated the CAIR# 22840314 The vehicle has been diagnosed.

STAR case was updated with diagnosis and repair information. Per star case 'Star has reviewed the data recording you uploaded,it shows the PCM switched ignition filter state going to off before the die out and ASD drops out.So I would suggest you load test the PCM power and grounds and switched ignition inputs. Check for aftermarket accessories that could be possible causing the issue like remote start, car alarm, aftermarket radio, GPS etc. Inspect for spread, bent, backed out terminals at the PCM & WIN module. Make sure the customers key ring does not have alot nick/knacks dangling from it, being heavy and shutting the car off, or is being inadvertently bumped with their knees shutting the ignition off. Its been known to happen. If not then replace the WIN module.

Attempt made to contact customer. Left message referring customer to Service manager or advisor for more information.

Writer spoke with customer, Mrs. Stitt, who was referred to her service advisor to go over diagnosis options. Customer requested a rental vehicle. Writer meade no promises but informed customer to contact her advisorr to go over the options and she will be contacted Monday.

MS is requesting to speak with Case Manager. Transferred to MH1129

Writer spoke with customer who was concerned because she contacted the dealership and they told her they could not do anything because it was not duplicated. Writer informed customer that the dealership will be contacted.

Customer left message on 11/28/12 for writer requesting a call back Agent attempted to contact dealer Service Manager Steve (SM), however, SM not available. Left message for a return call at extension 66186 Writer spoke with Service Manager Steve who states that the vehicle will need to go in for them to do as STAR has indicated. Steve indicated that they have previously put the customer in a rental for 10 days that they cannot get payment on because they were unable to duplicate the concern and there was no repair order. Writer informed Service Manager that the customer will be referred in for a diagnosis and if rental is needed Chrysler can consider it then. Writer also indicated that Chrysler may be able to offer assistance to the dealership on the 350.00 rental dealership has but more information is needed.

Writer contacted Mr. Stitt who was informed a diagnosis will need to be completed and Chrysler will look into rental if it is required. Customer expressed his concern on the vehicle being unsafe. Writer informed customer that follow up will take place on Monday so an appointment can be set up for diagnosis.

*Contact Date:11/30/2012

Service Manager at the dealership has updated the CAIR# 22840314 An appointment has been set with the customer.

*Contact Date:12/01/2012

Service Manager at the dealership has updated the CAIR# 22840314 An appointment has been set with the customer.

*Contact Date:12/03/2012

Service Manager at the dealership has updated the CAIR# 22840314 An appointment has been set with the customer.

Writer emailed Service Manager Steve for more information.

Writer contacted Service manager Steve who states that the customer has been in touch with them and should be in today or tomorrow. Writer informed Steve that the customer will be contacted to verify when the vehicle will be going in.

Writer emailed Area Manager JDK for more information on previous rental claim.

Writer contacted customer, Mrs. Stitt, who indicated that tomorrow would be best for the diagnosis appointment. Writer informed customer that the diagnosis appointment should be completed while she waits and if it will take longer rental may be an option. Writer informed customer that the dealership will be contacted to verify when the vehicle can be taken in. Writer emailed Service manager Steve for more information.

Area Manager JDK emailed writer regarding 350.00 rental and agreed assistance should be offered.

Agent attempted to contact dealer Service Manager Steve (SM), however, SM not available. Service receptionist Sharon verified 2:00 PM EST would be available for customer to go in

Writer contacted customer, Mrs. Stitt who was informed of the appointment and that contact would be made. Customer requested follow up on

Cell

*Contact Date:12/04/2012

Service Manager at the dealership has updated the CAIR# 22840314 An appointment has been set with the customer.

Writer contacted Service Manager Steve who indicated that the vehicle is there now and they are working on diagnosing the vehicle.

Agent attempted to contact dealer Service Manager Steve (SM), however, SM not available. Requested call back tomorrow.

Writer contacted customer, Mrs. Stitt, who states that the dealership replaced something in the ignition and they are driving the vehicle to make sure its repaired. Customer requested the documentation for the repairs by the dealership since September. Writer informed customer that the Service Manager Steve will be contacted tomorrow.

*Contact Date:12/05/2012

Warranty repair has been documented on Repair Order#603474
CAIR RETURNED FROM DEALER ON 12/05/2012 AT 09:03:720 R 22840314
Writer emailed Service Manager Steve for updated on repairs completed.
Writer contacted dealership at 757-826-1100. SM Steve confirmed repairs
were completed on vehicle earlier in the week and returned to customer.
SM stated he hadn t recieved a call from customer since so he is hoping
they were able to solve the problem of vehicle powering down randomly.
Writer contacted customer at the customer states they have
recieved vehicle but have been unable to drive vehicle to make sure
problem had been fixed. Writer informed customer that he would call back
on 12/10 to see if repairs were to the customer stated that the vehicle has
been driven but the customer can not tell if the issue is completely
gone. Writer advised the case is being closed and if the issue does come
back to give the writer a call.

CLOSED LOOP UPDATE - no need for additional follow-up. Writer took call from Service Manager Steve who states that the customer was offered rental assistance but they have been unable to get the rental vehicle paid for. SM states that the customer was in a rental vehicle for 10 days. Per lines 119 - 120 that the AM had agreed to rental assistance. Writer consulted supervisor who agreed that an RA can be set up to cover the rental vehicle. Writer informed SM that writer will create the RA for the rental vehicle but since the case is closed the case will not be sent to the dealer.

Customer seeking rental assistance because stalling concerns. Contacted Service Manager, Steve at 39132 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 10 days of rental per guidelines in Warranty Bulletin D-11-53. Rental authorization will be processed by dealer. CAIR remains closed.

| Customer Assistance Inquiry Record (CAIR)# 228493 | | | | | | | 22849333 | |
|---|--------------|----------------------------|-------------------------------------|----------------|---------------|---------------|------------------|--|
| VIN | 3D4PH5FV1 | АТ | Open Date | 11/29/2012 | Built
Date | 01/12/2010 | | |
| Model Year | 2010 | Body | JCEP49 | DODGE JOU | JRNEY SX | Γ AWD HATCH | IBACK | |
| In Service Dt | 02/09/2010 | Mileage | 60,369 | Dealer
Zone | 74 | DENVER | | |
| Plant | Т | TOLUCA ASSEMBLY PLANT U US | | | | | | |
| Color | PS2 | BRIGHT SIL\ | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGF | 3.5L V6 HIGH | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 42814 | EVANSTON I | MOTOR COMP | PANY INC | | | | |
| Dealer
Address | 100 WASATO | CH ROAD | | | | | | |
| Dealer City | EVANSTON | EVANSTON Dealer State | | | WY | Dealer Zip | 82930 | |
| Owner | Contact Type | | | | | | | |
| Address | | | | | | Home
Phone | | |
| | EVANSTON WY | | | | | Country | UNITED
STATES | |

Product - Electrical - Ignition System - Intermittent or Inoperative - Default ingition faulty

Briefly summarize why the customer is contacting Chrysler Customer calling in with a complaint concerning loss of power. Vehicle shut off and ignition failed. This has been happening several times. Customer had vehicle towed to dealership, but did not have it repaired at the time because it was the holiday weekend. Customer has vehicle at her residence now. Customer states dealership diagnosed this as an ignition problem. Customer feels it may have something to do with completed recall L25 WIN MODULE DETENT RING SAFETY 07/27/2011 COMPLETE before she purchased vehicle. She feels the repair was not completed properly causing the vehicle to loose power and stop running. Customer expecting: cost assistance with repair.

Agent advised customer that if vehicle has an open recall completed, but the repair does not adequately remedy the situation over the next 10 years, then Chrysler is again obligated to remedy the problem at no cost to the customer. The dealer would repair the vehicle and submit a second warranty Recall claim. Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is same

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

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

MOTOR COMPANY 42814

Reassigned to 88F

* * * * * CASE MANAGER TEAM - District 74 * * * * *

4th owner no New 1 Used

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

Writer contacting SM Brandon, Whom is stating the vehicle need a wireless control module .this has nothing to do with the recall L25.SM is stating he feels this can be covered under a RA and will contact CM back with warranty price s. Sm would like to assist this customer to build Brand loyalty.

Sm is going to email or call CM back with price s.

Customer was advised of Dealership accepting to do the repair under warranty prices with a Co-Pay of \$100.00 or \$150.00 Customer will contact the dealership and make a appointment for the repair. CM will contact customer on 12/3 to see if appointment was made. Part: \$193.20 Labor: \$55.09 Total \$249.29 and a co-pay \$100.00 Customer is saying they are going to make a appointment and Writer will contact 12/14 to find out what the date of appointment is. Dialed customer has an appointment for 12/5. Caller from EVANSTON MOTOR COMPANY INC 42814 called seeking CM JP1353, agent transferred customer. Writer contacting Sm Brandon. Part was installed but key did not work.Part is \$123.20. CM is asking if this was customer fault and Sm is stating no way customer could have cause the key to not program to new module. SM Brandon is going to asking customer to pay \$150.00 co-pay. Parts 316.40 Labor 55.09 Total:\$371.49 Co-Pay: \$150.00 customer was called by dealership but a message was left So SM Brandon will call CM back when he hears from customer. Sm Brandon has contacted the customer and she is very happy with the copay at \$150.00. 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 =\$316.40 1 abor = \$55.09Total = \$ 371.49 Co-pay = \$150.00Customer 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 74 42814 12/06/12 11:09 O 22849333

SM Brandon stated customer pick up vehicle and is very happy with the

Writer contacting customer at left a message.

*Contact Date:12/07/2012

DCX goodwill repair is documented on Repair Order#1507

CAIR RETURNED FROM DEALER ON 12/07/2012 AT 12:43:763 R 22849333

Writer contacting customer at left a message that cair will

be closed.

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

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 22928998 | | |
|--|------------|---------------------------|---|---|----|-------------|--|--|
| VIN | 2A4RR5D11 | AR | Open Date | 12/27/2012 Built Date 03/13/2010 | | 03/13/2010 | | |
| Model Year | 2010 | Body | Body RTYP53 CHRYSLER TOWN & COUNTRY TOURING WAGON | | | | | |
| In Service Dt | 03/15/2010 | Mileage | 64,174 | Dealer
Zone | 71 | LOS ANGELES | | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | us | | |
| Color | PS2 | BRIGHT SILV | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV I | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|-------------|-----------------|------------------|
| Address | | Home
Phone | |
| | ROSAMOND CA | Country | UNITED
STATES |

| Product - Electrical - Remote/Key Fob - Default - Default | Customer calling regarding keyfob. |
|---|--------------------------------------|
| Troudet Electrical Remoterites 1 co Bellault Bellault | Todotomor banning rogaraning Roylob. |

Briefly summarize why the customer is contacting Chrysler: Customer called in to state that while driving if they hit their knee on the keyfob it will shut off the vehicle.

Briefly summarize what the customer is expecting: Customer called in to state that she wants it documented as she has read that some of these vehicles have been recalled yet understands that hers has not. Agent advised that should there be a recall issued, they will receive a letter in the mail.

| Customer A | Customer Assistance Inquiry Record (CAIR)# 23048582 | | | | | | |
|-------------------|---|-------------------------|-------------------------------------|-----------------|---------------|---------------|------------------|
| VIN | 2A4RR5DX6 | AR | Open Date | 01/31/2013 | Built
Date | 03/16/2010 | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & C | COUNTRY TO | URING WAGON |
| In Service Dt | 04/30/2010 | Mileage | 25,666 | Dealer
Zone | 32 | NEW YORK | |
| Plant | R | WINDSOR AS
PLANT | SSEMBLY | Market | U US | | |
| Color | PUV | DK. CORDOVAN PEARL COAT | | | | | |
| Engine | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | |
| Dealer | 68669 | TOWNE CHR | YSLER DODG | E JEEP, INC. | | | |
| Dealer
Address | 5130 CAMP F | RD | | | | | |
| Dealer City | HAMBURG | | | Dealer
State | NY | Dealer Zip | 14075 |
| Owner | Contact Type TELEPHONE | | | | | | |
| Address | | | | | | Home
Phone | |
| | LACKAWANNA NY | | | | | Country | UNITED
STATES |

| Product - Electrical - Ignition System - Defective - Default | Customer stated that they have had numerous issues with the ignition |
|--|--|
| Corporate - Survey By-Pass - No Response - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated that they had to have the ignition fixed four times at the dealership. Customer also stated that they have had to have the tire sensors replaced and the rotors. Customer has stated that they have had the doors fixed 4 times. Customer stated that they were driving the vehicle and the vehicle just shut off. Customer stated that they should not be having so many issue with a new vehicle.

Briefly summarize what the customer is expecting: Customer does not feel safe with this vehicle.

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: N/A

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 60066

Reassigned to 88F

* * * * * * CASE MANAGER TEAM District T * * * * *

2 new 0 used

Currently Owns 1 new

In warranty

Added Care Plus SC

Writer contacted dealer 60066 WEST HERR CHRYSLER dialed 716-662-4407,

left message for Service Manager Steve.

Writer contacted dealer, call went to voicemail. Writer did not leave message.

Writer emailed SM.

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

Writer left message providing customer with writers contact information and advised a second attempt to contact customer would be made Monday 2/4 Writer received email from SM Sean stating key could not be removed from ignition. SM states vehicle needed new shifter. SM states repairs were

completed and covered under warranty.

Writer contacted customer. Customer states they have had several issues with vehicle. Customer states they no longer want the vehicle. Customer states they are unhappy with the vehicle. Customer states they have not contacted the dealer in regards to a possible trade in. Customer states they want a new vehicle, or Chrysler to buy back their vehicle. Customer states they like the features of the Town and Countries, but their particular vehicle has just had too many concerns. Writer advised customer that case can be escalated to qualifying team or writer can contact dealer and inform them of customers concerns and look into the possibility of a trade in. Customer states they would be willing to work with the dealer on a trade in but would like to work with the sales representative they currently have at the dealer, Joe Calligeri. Writer advised customer that contact would be made with the sales department at the dealer to inform them of the customers concerns and a follow up would take place Tuesday 2/5. Customer requested writer leave contact information in voicemail.

Caller transferred tonic KR502

requesting to speak with Case Manager.

voice email

Writer received voicemail from customer stating the sales rep they have been working with is not with a CJDR dealer they are with Town Ford. Writer contacted dealer, left message for Sales Manager Brian, stating customer has concern with the number of repairs vehicle has required and would like to look into possibility of trade in.

Writer contacted dealer, left message for Sales Manager. Writer informed sales manager customer has a concern with the number of repairs the vehicle has required and would like to look into trading in the vehicle. Writer contacted dealer, left message for Sales Manager Brian. Writer contacted customer. Writer informed we are waiting to hear from sales department at WEST HERR. Customer states they would like to work with Sales at dealer 68669 TOWNE CHRYSLER, as that is were they sales person they prefer to work with is located. Writer apologized for the confusion as the message that was left said the dealer was a Ford dealer. Writer advised customer that writer will contact TOWNE CHRYSLER and a follow up will take place Thursday 2/7

Writer contacted dealer 68669 TOWNE CHRYSLER dialed 716-646-5200, left message for Sales Manager Dave.

Writer contacted dealer, left message for Sales Manager.

Writer contacted dealer, left message for Sales Manager Dave.

Writer contacted customer. Writer informed customer messages have been left with the sales manager to discuss the case but has not received a reply. Customer requested writer speak with Sales representative Joe Callegeri. Writer advised that dealer would be contacted and a follow up will take place Friday 2/8

Writer contacted customer. Writer spoke with Receptionist Crystal who states Joe Callgeri works at the Towne Ford and Lincoln dealership. Customer contacted writer and provided writer with sales representative Joe Callgeri s contact information 716-662-6512 ext 432.

Writer contacted sales representative Joe Callgeri dialed 716-662-6512 ext 432. Sales representative states they have been contacted by the customer and the customer is under the impression that the vehicle will be purchased back. Writer advised that Chrysler has not offered to buy back the vehicle but did offer to open communication for the possibility of a trade in.

Writer contacted customer. Writer explained to customer that Chrysler will not be buying the vehicle back. Writer explained that they are able to open communication to assist with trading in the vehicle. Writer informed customer financing, ect would be worked out between customer and dealer, but value of current vehicle would be taken into consideration. Writer advised customer if they did purchase another CJDR vehicle writer can look into adding a SC to the new vehicle. Customer states they need time to consider this and will have husband contact writer back. Writer advised if no contact was made today a follow up would take place Monday 2/11

Writer contacted customer. Writer left message inquired if customer is moving forward with a trade in or if they will keep the current vehicle. Writer advised a follow up would take place Tuesday 2/12 Writer contacted customer. Writer left message advising another attempt to contact customer will be made Thursday 2/14

Writer contacted customer. Writer left message advising another attempt would be made Monday 2/18
Writer contacted customer. Writer left message informing customer case will be closed if no contact is made by end of business Tuesday 2/19.
CLOSED LOOP UPDATE - no need for additional follow-up.

| Customer A | Customer Assistance Inquiry Record (CAIR)# 23074716 | | | | | | | |
|-------------------|---|----------------------------|-------------------------------------|----------------|---------------|-----------------|------------------|--|
| VIN | 2D4RN5D15 | AR | Open Date | 02/07/2013 | Built
Date | 02/23/2010 | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRA | AND CARA | AVAN SXT WA | AGON | |
| In Service Dt | 04/30/2010 | Mileage | 50,000 | Dealer
Zone | 66 | ORLANDO | | |
| Plant | R | WINDSOR ASSEMBLY PLANT UUS | | | | | | |
| Color | PDT | DARK TITAN | DARK TITANIUM MET. CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AL | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 44504 | TRIANGLE D | ODGE INC | | | | | |
| Dealer
Address | 1666 JEFFER | RSON DAVIS | HIGHWAY | | | | | |
| Dealer City | GRANITEVIL | GRANITEVILLE Dealer SC | | | sc | Dealer Zip | 29829 | |
| Owner | | | | | | Contact
Type | TELEPHONE | |
| Address | | | | | | Home
Phone | | |
| | NORTH AUG | NORTH AUGUSTA SO Country | | | | | UNITED
STATES | |

| Product - Brakes - Unknown - Defective - Unknown | brake issues front and rear |
|---|-------------------------------|
| Product - Electrical - TV/DVD - Defective - Video | defective DVD |
| Product - Electrical - Lamps and Switches - Defective - Default | defective blinker |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | defective radio |
| Product - Body / Trim / Paint Finish - Glass - Buzz, Squeak, Rattle - R. Door-Driver | rear window shakes |
| Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Unknown | stow and go plastic
broken |

****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Customer called in stating she has had multiple issues with her vehicle. Customer states at first her vehicle was stalling intermittently but she figured out the issue and has since been repaired. Customer states she has had multiple brake issues with the vehicle and thinks she has issues with both the front and rear brakes now. Customer states she had her vehicle into dealership #44504 last week for the brake issue, her DVD, CD and blinker issue but they only looked at the DVD and repaired the blinker. Customer states the very next day the dame blinker went out again. Customer states she has an appointment today to go back to the dealership. Customer states her emergency brake light is also now on. Customer states the glass window in the rear shakes when the window is down and her stow and go plastic seat part is broken. Customer wants to file a complaint against her vehicle and wants these issues resolved. Customer states she does have a service contract. Customer states she has rental coverage but only wants the company to give her a van. Briefly summarize what the customer is expecting: Seeking to file a complaint.

Agent informed the customer that she does not have an extended warranty on the rear brakes so no cost assistance can be offered for this but agent will send up for other issues. Agent contacted Ricky at dealership #44504 who verified that the customer last had there vehicle there on January 21 2013 and is going back today.

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

Preferred Morning/Midday call back number is Preferred Afternoon/Evening call back number is Customer email address for case updates: Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 44504 Reassigned to 88F

Status update provided via email to the following email address:

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

Your Case number: 23074716

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66204

My work hours: 9:00 am to 5:30pm Eastern Time, Monday-Friday I will contact you within one business day by telephone to review your case with you.

Sincerely, Jason

Customer Care.

End of Status Update

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

CONTACT UPDATE - 1st Contact attempt.

Writer called dealer 44504, ph. 803-507-2957. No answer. Phone call was disconnected.

Customer states the dealership took the weekend to repair the brakes. Customer states her vehicle is ready to be picked up now but customer is still in the rental vehicle. Customer was also irate, stating she was not called within the one business day. Writer apologized and updated customer contact numbers.

home

Writer transferred customer to JH1444.

Customer stated that she has been complaining about the brakes since the first service. Customer stated that this vehicle has multiple problems. Customer stated that the vehicle would turn off randomly. Customer stated that the dealership would say that they cannot duplicate the concern. Customer stated that the last time the vehicle shut off was from the key. Customer stated that the CD is not recognizing CDs. Customer stated that the DVD player is only able to play one movie. Customer stated that the dealership is ordering a module, replaced the light bulb, and completed an oil change. Customer stated that the customer feels that the blinker concern is electrical. Customer stated that the dealership stated that she wasn t told that the vehicle would only play HDD CDs. Customer stated that she would like to be reimbursed for not getting the correct console. Customer stated that there is a thumping noise coming from the bottom of the vehicle. Customer stated that there is a sound coming from the back which the dealership stated is a pressure sound and nothing can be done. Customer stated that the dealership is attempting to duplicate the thumping noise coming from the brakes. Customer stated that the brake light keeps coming on. Customer stated that she has spoken to Mark and Ricky at the dealership. Customer stated that Mark has tested the vehicle twice and has not been able to duplicate it. Customer stated that she doesn t feel comfortable in the vehicle. Customer stated that the brakes are still choppy. Customer stated that the dealership stated that there isn t an update for the cd player. Customer stated that she would like a resolution to the situation with her brakes and the CD. Writer made no promises. Customer requested for the brake repair cost to be covered. Writer informed the customer that writer will need to get in contact with the dealership to discuss the situation. Writer stated that writer will call back no later then tomorrow with updates.

Writer called dealer 44504, ph. 803-507-2957. Service Manager Mark stated that the vehicle was brought in on Thursday. SM Mark stated that they ordered a DVD player. SM Mark stated that the customer had a first day rental. SM Mark stated that he tested the vehicle with the customer on the thumping noise and it was not duplicated. SM Mark stated that he put the DVD player in the vehicle and it is working fine. SM Mark stated that the customer has a 2010 CD player and the customer is putting 2013 CDs in it. SM Mark stated that the CD player is unable to recognize some new cds. SM Mark stated that there was a tech update that this is normal. SM

Mark stated that the customer requested assistance with the rear brake repair and SM Mark declined assistance due to the mileage on the vehicle. SM Mark stated that he was not able to duplicate the thumping noise. SM Mark stated that he has replaced the rear brakes. SM Mark gave STAR Case: 1208000031; album art, title, and artist display issue. SM Mark stated that he is going to test the vehicle again today. SM Mark stated that the situation with the window is normal.

Writer called customer, ph.

Writer informed the customer that the dealership has not been able to duplicate the concern with the thumping noise. Writer stated that the CD player situation is normal. Customer stated that she already knows this. Customer stated that the thumping noise and brake situation is putting her family at risk. Writer apologized and stated that unless the concern is duplicated a repair cannot be completed. Writer stated that if the dealership repairs a part on the vehicle there is no guarantee that the vehicle would be fixed unless the concern has been duplicated. Customer stated that she is dissatisfied with this and requested to speak to a supervisor. Customer disconnected the call.

************SUPERVISOR CALL********

Writer contacted customer on phone number . Left message. Writer was calling customer per customers request.

Writer received a callback from . Customer stated they response from the dealer about the CD player is not acceptable. Customer stated that when customer was getting on the interstate the vehicle died, so customer turned the key and the vehicle started. Customer stated she has been having concerns with the brakes on the vehicle for the entire time owning the vehicle. Customer stated she almost got stuck going up a 2 lane road on a mountain. Customer stated the brakes would grind a little when customer would push on the brake and would like the dealer to keep the vehicle for a few days and have on of the technicians drive the vehicle to make sure all is corrected. Customer stated the thumping noise sounded like it was coming from under the driver. Customer stated customer would like a new case manager and would also like to know what is going to happen about the rental vehicle customer is in and has been in since Thursday 2/7/2013. Writer explained that writer will locate customer another CM and will forward an email with new CM s contact information.

Status update provided via email to the following email address:

Hello Mrs.

Here is your new Case Manager, her name is BRITNEY and her extension is 66349. Thank you.

End of Status Update

Writer contacted the dealer 44504 to speak with the SM Mark and he has already left for the day. Writer left message asking to return the call when he got in the office.

Writer received a VM from SM Mark to call him back at Writer contacted the SM Mark and talked about the customers concerns. Mark stated for the thumping noise they could not duplicate it, SM drove the vehicle for 60 miles and heard nothing. SM even had the customer in the vehicle for a test drive and they both could not hear it so customer was not even able to point out the noise. Mark stated with that nothing is being done until they can hear the noise or get a diagnostic from it. SM stated as of Saturday 02/09/13 the brakes were repaired and SM has been trying to contact the customer to pick up the vehicle and drop off the rental vehicle. Customer couldn t do it over the weekend and still has not come back to the dealer so customer is now paying for the rental. Saturday would of been 5 days under her SC. SM stated they could not do anything about the CD player, its normal for this vehicle to not accept certain CD s and that s even stated in the STAR case that was given so at this time there is no issue with the CD player. SM also stated with the window issue the right rear window had a noise coming through and SM noticed it was because of air pressure, window is fine and doesn t need to be replaced or anything. SM stated customer needs to come get her vehicle and drop off the rental because they are not going to be paying for it. Writer stated customer would be contacted.

Writer attempted to contact customer at available. Writer left message asking for customer to return the call so the case can be discussed. Writer stated if there isn t a returned call today then another attempt would be tomorrow 02/13/13.

With speaking with the SM on lines 147-165 there will be no assistance on the repairs for the brakes and also on rental. Customer is responsible for them both.

* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * * Informing customer that Chrysler will not participate in the repair of the brakes and also the rental.

The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

Writer received a call back from customer. Writer just let customer know what was said between writer and SM on lines 147-165. Customer stated that she has heard this from the previous case manager and the supervisor and states the information that is given to her she doesn t want to hear anymore. Writer explained to the customer that the issue with the thumping noise, the window and the CD player they could not be fixed because there was no problem. The only repair that got done was the brakes. Writer explained to customer that there will not be financial assistance on the repairs for the brakes and will not be assisting on the rental because customer was told on Saturday that her vehicle was ready to pick up and customer refused to pick it up. Customer wanted a copy of this case and of all who she spoke with. Writer advised customer if she wants copies of the case she would need to send in a letter to Chrysler and request that, customer refused to take the mailing address and just stated she would go get her vehicle and trade it in and never purchase another Dodge again. Writer stated this would be documented and kept on file. The call was disconnected.

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

| Customer | Customer Assistance Inquiry Record (CAIR)# | | | | | | | |
|---------------|--|--------------------------|------------------------------------|----------------|---------------|------------|--|--|
| VIN | 3D4PG5FV2 | AT | Open Date | 02/28/2013 | Built
Date | 10/20/2009 | | |
| Model Year | 2010 | Body | JCDP49 DODGE JOURNEY SXT HATCHBACK | | | | | |
| In Service Dt | 02/12/2010 | Mileage | 48,000 | Dealer
Zone | 35 | WASHINGTON | | |
| Plant | Т | TOLUCA ASSEMBLY
PLANT | | Market | U | US | | |
| Color | PS2 | BRIGHT SILV | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGF | 3.5L V6 HIGH | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62TE | TRANSMISS | ION | | | |

| Owner | | Contact
Type | E-MAIL |
|---------|-----------------|-----------------|------------------|
| Address | | Home Phone | |
| | PORT HUENEME CA | Country | UNITED
STATES |

| Corporate - Survey By-Pass - No Diagnosis - Default - Default | Customer needs dealer diagnosis |
|---|---------------------------------|
| Product - Brakes - Pads/Shoes - Other - Unknown | Pad and rotor replacements |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - | Right blinker not working |
| Default | correctly |
| Product - Unknown - Hesitation/No Power - Default | Vehicle shuts off while driving |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | |

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

2010 Journey Brake/Rotor Issues ... AGAIN!

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

Hello. I am writing to you as a very disappointed and angry customer. I like

my car but I can no longer afford to repeatedly deal with the issues that

arise due to faulty or cheap parts. We have had rotors/brakes replaced twice since we purchased it less than three years ago, and most of the miles are highway miles and we are not aggressive drivers/breakers. They are AGAIN in need of being replaced. I am no interested in hearing that it

is how we drive, because we have a second car which is also a 2010 (VW) with 44k miles on it and we have replaced the brakes ONCE and NEVER the rotors. I am aware that the lawsuit was dismissed but the issues still remain. I even tried to trade in our 2010 Journey for a 2012 or 2013 Journey to remain a customer with Dodge/Chrysler but of course because of

the crappy manufacturing and all the issues, you all devalue your own vehicle so much that I will go upside down more than \$10,000 on a fully loaded SXT. So now I am stuck with a car that in less than three years needed 3 rotor/brake replacements, the seat mechanisms are falling apart.

the radio randomly freezes and needs to have the fuse reset, the driver window won't roll down or makes noises when it does, the car shakes almost

uncontrollably due to the rotor issues, the tires have had to be replaced

twice which is ridiculous, the engine smells like there is a leak but service department never finds anything, the engine just randomly shuts off

while we are driving (yes we had the key thing replaced which just made it

stick and made it worse) and god knows what else is wrong that I can't

think of right now. We purchased this vehicle new and we are beyond disappointed of constantly having to spend money to get things fixed which

were not our fault and should be covered by some form of assistance! We are

an Army family. We don't have a ton of money to hang into a car that is

slowly falling apart, and we can't afford to trade it in because the value

is insanely low. I would really like to hear back from someone regarding some form of trade-in assistance if we buy another Dodge. My husband and

agree that if we could trade ours in for a comparable SXT/Crew we might consider doing so but NOT if we go upside down. The problems with the car

are clearly not the consumer's fault, yet we are paying for them. I

NEVER contacted a lawyer for anything let alone sued someone, but I am seriously considering doing so because this car is not at all what we were

promised. It is not safe or reliable. And it is a huge money pit! Please try to figure something out for a family that has a husband serving his country but cannot even be given a reliable car for the money we spent on

it! We are tired of having to deal with everything that is wrong! *****END OF CUSTOMER EMAIL*****

Dear

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

In order to address your concerns, we require some additional information.

Please provide the information requested below:

- Provide the name of your servicing dealership
- Provide the date of your last diagnostic you had for this issue Thanks again for your email and have a wonderful day! Sincerely,

Matt

Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****

We have moved several times due to military request so we have different servicing locations. The issues started after purchase in Colonial Heights VA. Then most of the issues were addressed and readdressed in Victorville CA. A few problems such as the radio were fixed in Salinas CA but I don t believe they did a diagnostic because the technician knew what the problem was as this seems to happen a lot with the radio. We recently moved again and are now in Port Hueneme CA where we will need to take the car in again for the horrible shaking due to the rotor issue. The seats are still not fixed, the window on the driver side is not working properly, and as of last night the right blinker is not functioning any more so we can t drive the vehicle without taking a risk of a ticket or accident.

Sent from my iPhone 5 on AT&T
*****END OF CUSTOMER EMAIL REPLY*****

Thank you for contacting the Dodge Customer Assistance Center. We have received your email regarding your dealer concerns and your comments have been documented into our system for future review. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and

improvements desired by customers.
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

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

If after you have received your diagnostic and you are seeking further

assistance, please contact us back as we can review with you at that

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative Dodge Customer Assistance Center
*****END OF CAC EMAIL REPLY*****

Customer has been directed to get a diagnosis for current concerns and to contact back if they require further assistance. Reassigned to 861.

| Customer | 23171369 | | | | | | | |
|---------------|------------|---------------------|---|----------------|---------------|-------------|--|--|
| VIN | 2D4RN5D17 | AR | Open Date | 03/05/2013 | Built
Date | 02/15/2010 | | |
| Model Year | 2010 | Body | Body RTKP53 DODGE GRAND CARAVAN SXT WAGON | | | | | |
| In Service Dt | 02/15/2010 | Mileage | 60,000 | Dealer
Zone | 71 | LOS ANGELES | | |
| Plant | R | WINDSOR AS
PLANT | SEMBLY | Market | U | US | | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV I | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISSI | ON | | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|----------|-----------------|------------------|
| Address | | Home
Phone | |
| | NORCO CA | Country | UNITED
STATES |

| Product - Electrical - Ignition System - Other - Default | Customer is losing power as they are driving |
|--|--|
| Corporate - CNA Change - Default - Default - Default | corrected phone number |
| Corporate - Recall - Default - Default | custome renquiring about recalls. |

Briefly summarize why the customer is contacting Chrysler: Customer is saying that when they are driving down the road, they are losing all power to the vehicle. Customer stating they lose power on the dash, to the power brakes, to the power steering. Customer stating it becomes difficult to maintain control of the vehicle, wife has to pull over shut off the vehicle, and then turn on the vehicle, and everything comes back on and may be fine to drive until the next incident. Writer advised customer he will have to have a diagnosis done to find the root of the problem, a former dealership had advised the customer that the above issue was just common in the model year and he would have to deal with it. Customer asked if there were any bulletins recalls on vehicle. Customer had a completed recall L25, Writer advised: Upon starting the vehicle, the Frequency Operated Button Ignition Key (FOBIK), may not fully seat in the 'On' position. If not fully seated, under certain operating conditions (for example bumpy roads) the FOBIK could inadvertently move to the 'Accessory' mode. This could cause unintended engine shut off and increase the risk of a crash under certain driving conditions. Answer Id 22333. Customer stating that is exactly what is happening and that he has paid over 800\$ in ignition work. Agent advised customer to keep any bills incurred and that in the event of them being for a recall issue, they would be eligible for a possible reimbursement. Writer contacted dealer BROWNING DODGE CHRYSLER JEEP RAM, 951-272-3110 spoke to Don SA, advising customer to get vehicle in for diagnosis/inspection. Customers wife will call in for appointment to dealer.

Briefly summarize why the customer is contacting Chrysler: customer needs to get vehicle working safely

| Customer A | Customer Assistance Inquiry Record (CAIR)# 23238094 | | | | | | | | |
|-------------------|---|---------------------------|------------------------------|-----------------|---------------|---------------|-------------|--|--|
| VIN | 2A4RR6DX6 | AR | Open Date | 03/23/2013 | Built
Date | 08/28/2009 | | | |
| Model Year | 2010 | Body | RTYS53 | CHRYSLER | TOWN & 0 | COUNTRY LIN | MITED WAGON | | |
| In Service Dt | 11/01/2009 | Mileage | 53,842 | Dealer
Zone | 66 | ORLANDO | | | |
| Plant | R | WINDSOR A
PLANT | WINDSOR ASSEMBLY Market U US | | | | | | |
| Color | PW1 | STONE WHI | STONE WHITE CLEAR COAT | | | | | | |
| Engine | EGQ | 4.0L V6 SOH | 4.0L V6 SOHC ENGINE | | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62TI | E TRANSMISS | ION | | | | |
| Dealer | 45091 | GREENWAY | CHRYSLER-JE | EEP-DODGE, I | INC. | | | | |
| Dealer
Address | 9051 EAST C | COLONIAL DR | RIVE | | | | | | |
| Dealer City | ORLANDO | | | Dealer
State | FL | Dealer Zip | 32817 | | |
| Owner | | Contact Type TELEPHONE | | | | | | | |
| Address | | | | | | Home
Phone | | | |
| | WINTER SPE | /INTER SPRINGS FL Country | | | | | | | |

| Recall - L25: WIN MODULE DETENT RING - Reoccurance or Related Problem | WIN MODULE DETENT RING |
|---|---|
| Product - Unknown - Unknown - Stalling - Default | vehicle will stall when driving down the road |

Caller: MR

Agent made no promises or commitments.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to seek assistance for the dealership to fix his

In the 2 months that he has owned the vehicle the vehicle has stalled when his wife and kids are in it 5x.

Customer has taken his vehicle to the dealership 4x and they have been unable to duplicate the concern, therefore cannot fix it.

Agent placed a call to the dealership and spoke to Aaron Horowitz-SA and he said that they have checked the WIN module and detent system to see if recall L25 needs to be performed again. They have been unable to duplicate the customer s concern. The last time they had the vehicle at the dealership it was there for a week, customer picked it up on March 21. In the 1.5 days they have had the vehicle back it has not stalled yet.

Customer states of the 5x it has stalled it was when the vehicle was turning (both right and left) and 1x on the freeway

SA states that they have contacted STAR.

Apparently the SD Tom Tempesta is aware of the customer s concerns.

Briefly summarize what the customer is expecting:

Customer is seeking assistance for the dealership to fix his vehicle.

Who has possession of the vehicle? owner

Has an authorized dealer diagnosed the vehicle? yes

If a CDJR dealer has diagnosed, what is the dealer name and code? 45091

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

Preferred Morning/Midday call back number is:

Preferred Afternoon/Evening call back number is:

Customer email address for case updates:

Reassigned to: 88F

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

Writer called dealer at 407-306-9400 and spoke with Service Advisor Colleen who stated customer has the vehicle. SA informed unable to

duplicate customers concerns and diagnosis was done on 3/23 same day case was opened. SA also advised nothing out of the ordinary with the vehicle. CONTACT UPDATE - 1st Contact attempt, phone number dialed,

and was informed by the customer is wondering if the issues that they are having could be related to a past recall issue. Writer informed would have their CM look at it to see if is simmilar and get back tomorrow 3/26.

CONTACT UPDATE - Contact attempt, phone number dialed. Lef a message. Writer will follow up tomorrow.

Recall L25 WIN module detention ring:

symptoms of this recall may cause unintended engine shut off.

3rd attempt made to contact customer. Left message.

Status update provided via email to the following email address:

Hello My name is Ray,

I have been assigned as your case manager.

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

Chrysler case management telephone number

1-800-763-8422

My extension is 66061.

My work hours are 8:00 am to 4:00 pm EST.

I will contact you again to review your case

Thank you

End of Status Update

CONTACT UPDATE - Contact attempt, phone number dialed,

. Mr.

Left

Left

claims he has taken the vehicle into the dealer 4 or 5 times for the stalling issue and there has been no duplication of the problem and nothing found during diagnosis. Customer claims the vehicle has stalled 5 times during the past 2 months. Customer is concerned it has to do with Recall L25, as the symptom of this recall is engine shuts off. Customer wants to Know if the WIN module detention ring was actually replaced during the recall, customer thinks the recall may be causing the engine shut off. Customer also indicates the weight of his wife s key chain could be contributing to the engine stalling, and why the recall did not correct this.

Writer will contact the dealer for feedback and review the Recall for recall procedure.

Follow up with customer 4-1.

Dealer contact attempt:

SM - Aaron is not in today, follow up tomorrow.

CONTACT UPDATE - Contact attempt, phone number dialed, a message the matter is still under review pending feedback from the dealer. Writer will follow up again after discussing the matter with the dealer to establish the next step.

L25 Recall procedure indicates:

the WIN module needs to be electronically inspected using a wiTECH scan tool.

If the Supplier ID information indicates that the vehicle is equipped with a Marquardt WIN Module, no further action is required. the vehicle can be returned to the customer.

If the Supplier ID information indicates that the vehicle is equipped with a Siemens or Continental WIN Module, install a WIN detent package.

CONTACT UPDATE - Contact attempt, phone number dialed, a message and provided the information on lines 79 - 86. Writer also advised customer the vehicle needs to be diagnosed or a 2nd opinion sought.

Customer called back:

Mr. in uncertain what he should do next. Customer states the dealer has done all they can to attempt to duplicate the concern, but have not been able to. The dealer Has performed a software update but the issue was not resolved. Customer is not upset with the dealer and is happy with the service. Customer states the dealer recommended if the problem recurs, to not restart the engine and immediately call the dealer to arrange a tow of the vehicle to the dealer. The customer would rather continue working with Greenway instead of seeking a 2nd opinion. Writer informed customer the case will be closed at this point. Customer agrees. Customer has been invited to contact Chrysler in the future if there is ever a need for additional assistance.

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

| Customer A | Assistance | Inquiry F | Record (CAI | R)# | | | 23272920 | |
|-------------------|-----------------------|---------------------------------|-------------------------------------|-----------------|---------------|-----------------|------------------|--|
| VIN | 2D4RN5DX9 | AR | Open Date | 04/02/2013 | Built
Date | 09/29/2009 | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRA | AND CAR | AVAN SXT WA | AGON | |
| In Service Dt | 03/05/2010 | Mileage | 100,000 | Dealer
Zone | 42 | DETROIT | | |
| Plant | R | WINDSOR ASSEMBLY PLANT U US | | | US | US | | |
| Color | PW1 | STONE WH | STONE WHITE CLEAR COAT | | | | | |
| Engine | EGQ | 4.0L V6 SOI | 4.0L V6 SOHC ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED A | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 36464 | TOM O'BRIEN CHRYSLER JEEP GREEN | | | | IWOOD | | |
| Dealer
Address | 750 US 31 N | | | | | | | |
| Dealer City | GREENWOC |)D | | Dealer
State | IN | Dealer Zip | 46142 | |
| Owner | | | | | | Contact
Type | TELEPHONE | |
| Address | | | | | | Home
Phone | | |
| | NEW CASTLE IN Country | | | | | | UNITED
STATES | |

Product - Drivability - Unknown - Stalling - Default vehicle stalls

Briefly summarize why the customer is contacting Chrysler: The customer states that she has had multiple issues with the vehicle. The customer states that originally she was working with Goodwin Brothers in Newcastle, IN. The customer states that she took the vehicle into Goodwin for an ignition detention ring recall in 2011. The customer states that while driving the power steering went out, the traction light came on and the vehicle stalled. The customer states that the vehicle restarted immediately. The customer states that the dealer told her there was no code stored. The customer states that a sensor was replaced. The customer states that the vehicle stalled again and she took it back to the dealer. The dealer suggested a \$400 repair but could not guarantee the success. The customer states that it stalled again after that. The customer states that her father suggested that she try Tom O Brien in Greenwood, IN. The vehicle stalled again and the customer took it to O Brien. The customer states that the dealer could not get a code but did advise that the software update had never been completed by Greenwood. O Brien updated the software in hope that it would solve the problem. The customer states that the vehicle stalled another two times and she took it back to O Brien. The customer states that the dealer noticed the win detention ring had not been installed correctly by Goodwin. The customer states that O Brien completed the repair one week ago and she has not had the problem. The customer states that she is very pleased with her experience with O Brien. Briefly summarize what the customer is expecting: The customer would like to voice her concern with her experience with Goodwin. The customer states that they failed to do the recall correctly which may have been

causing these problems all along. The customer states that she does not feel that Goodwin was listening to her concerns.

| Customer A | Assistance | Inquiry R | Record (CAI | (R)# | | | 23400472 | |
|-------------------|-----------------|---------------------|-----------------------------|-----------------|---------------|---------------|------------------|--|
| VIN | 2D4RN4DE0 | AR | Open Date | 05/06/2013 | Built
Date | 08/29/2009 | | |
| Model Year | 2010 | Body | RTKH53 | DODGE GR | AND CARA | AVAN SE WA | GON | |
| In Service Dt | 10/22/2009 | Mileage | 80,000 | Dealer
Zone | 35 | WASHINGTON | | |
| Plant | R | WINDSOR A
PLANT | WINDSOR ASSEMBLY PLANT U US | | | | | |
| Color | PBS | DEEP WATE | DEEP WATER BLUE PEARL COAT | | | | | |
| Engine | EGV | 3.3L V6 OHV | / ENGINE | | | | | |
| Transmission | DFF | 4-SPEED AL | JTOMATIC VLP | TRANSMISSI | ON | | | |
| Dealer | 66479 | BERGEY'S C | CHRYSLER JEE | EP DODGE | | | | |
| Dealer
Address | 408 HARLEY | SVILLE PIKE | | | | | | |
| Dealer City | FRANCONIA | | | Dealer
State | РА | Dealer Zip | 18924 | |
| Owner | Contact
Type | | | | | | | |
| Address | | | | | | Home
Phone | | |
| | PERKASIE P | PERKASIE PA Country | | | | | UNITED
STATES | |

| Corporate - Recall - Default - Default - Default | Customer checking to see if any incomplete recalls on account. |
|--|--|
| Product - Electrical - Starter - Intermittent or Inoperative - Default | Customer states the key turns into off position on own. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: to check if she has any recalls on her vehicle.

Briefly summarize what the customer is expecting: recall information. Customer states she was driving down highway at about 55 miles per hour and then her key went to the off position and her car shut down and was no longer able to control the vehicle.

Customer states she had a recall previously that the vehicle was repaired under L25 Safety Recall - Wireless Ignition Node Module Detents - Some MY 2010 Vehicles Answer ID 22333.

Spoke to SA Ryan about issue and transferred customer to book an appointment for diagnostics.

Call dropped while transferring customer and SA Ryan stated he would call the customer back at

to book the appointment.

reassigned to 861

Escalation Override approved by KG363 - on the basis that the dealer diagnosis the concern to be a repeat recall (L25) concern.

| Customer Assistance Inquiry Record (CAIR)# 2 | | | | | | | | |
|--|--------------|-----------------------------------|------------------------------------|-----------------|---------------|---------------|-------|--|
| VIN | 3D4PG5FV6 | AT | Open Date | 05/07/2013 | Built
Date | 12/02/2009 | | |
| Model Year | 2010 | Body | JCDP49 | DODGE JOL | JRNEY SX | Т НАТСНВАСІ | < | |
| In Service Dt | 01/11/2010 | Mileage | 46,000 | Dealer
Zone | 42 | DETROIT | | |
| Plant | Т | TOLUCA AS | TOLUCA ASSEMBLY Market U US | | | | | |
| Color | PRH | RH INFERNO RED CRYSTAL PEARL COAT | | | | | | |
| Engine | EGF | 3.5L V6 HIGH | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62T | E TRANSMIS | SION | | | |
| Dealer | 68942 | COLE CHRY | -JEEP-DODGE | ELLC | | | | |
| Dealer
Address | 15514 W MIC | CHIGAN AVE | | | | | | |
| Dealer City | MARSHALL | | | Dealer
State | МІ | Dealer Zip | 49068 | |
| Owner | Contact Type | | | | | | | |
| Address | | | | | | Home
Phone | | |
| | MARSHALL I | MARSHALL MI Country | | | | | | |

| Product - Electrical - Unknown - Other - Default | Customer states electrical components shut down while driving |
|--|---|
| Product - Electrical - Remote/Key Fob - Default - Default | WIN MODULE DETENT RING failure |
| Corporate - Survey By-Pass - No Response - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer wants assistance about the getting the repeated issue for everything going out on the vehicle. Customer stated that the recall L25 was completed out before he purchased the vehicle. The WIN keeps going out. So far it has been going out in the daytime when people can still see the vehicle has stalled. The repair done on the vehicle has not been performed properly. Agent will contact the dealer tomorrow to see if there were any codes that came up on the system. Agent advised customer to try to go to another dealer. Agent suggested going to Albion Motors. Briefly summarize what the customer is expecting: cost assistance Briefly summarize what the customer is expecting: Customer called seeking assistance with repair of the vehicle as the vehicle will complete lose the electrical as you drive down the road.

Customer is very upset with the issue not being dealt with and safety of his children is a concern.

Customer is not happy with the dealership but is will to take the vehicle back to the dealership if the he does not have to pay for the diagnosis. Agent advised that the vehicle will need to be diagnosed to determine the issue whether it is the same matter that was repaired before. Agent advised even if it was taken to another dealership for the repairs there will still need to be a diagnosis for this matter as the new dealership will not take the diagnosis of another dealership.

DEALER CONTACT: 68942 COLE CHRY-JEEP-DODGE 269-781-9191 SM RICK SM Rick states that they have not seen the vehicle since February. SM Rick states that the vehicle was worked on for the following; the Flash, Hard Start Stalling, Key and Ignition replacement. SM Rick has not seen the customer or heard from them since with regards to this issue, and he wishes that he would have contacted him.

Customer is very upset with matter and he will no longer buy a Chrysler product.

Agent advised that the customer should be taken the vehicle into the

dealership for the diagnosis repair to see what the issue actually is. Agent advised SM Rick that the customer is not happy with the matter that is happening and that maybe we could work with the customer on the fee of the diagnosis

Agent transferred the customer to SM Rick to set up a convenient appointment to diagnosis this issue and to discuss the diagnosis fee. Briefly summarize why the customer is contacting Chrysler: Customer called seeking the stalling electrical issue be dealt with.

The customer called to state that the vehicle is in the dealer today for diagnosis of this onging issue as above. The customer states that he is very concerned for the safety of his family. The customer advised the writer could discuss sending this for further review. The writer called the dealer but there was only a voicemail.

CAIR RE-OPENED AND FÓLLOWING REASON CODE(S) REMOVED Dealer - By-Pass

Survey By-Pass

Reason for Dealer Contact: The writer attempted to contact the dealer to confirm that the vehicle was at the dealer today for diagnosis for possible escalation for unresolved issue.

Dealer Code: 42-68942

Dealer Personnel Required: service manager Customer s Preferred Method of Contact: phone

Customer Phone Number (Morning):

Customer Phone Number (Evening):

Customer Email address: n/a

Reason for assigning to Resolution Team: The writer is requesting that the dealer be contacted to confirm that the vehicle was in the dealer today for diagnosis for this ongoing ignition system problem. **** The writer is off until May 28, 2013 - please do not reassign to CC1175 for possible escalation****

Assigned to 86T

Agent contacted dealership COLE CHRY-JEEP-DODGE LLC (68942) at 269-781-9191. Agent spoke to SM Rick in service who advised agent that they put another recall kit on the vehicle which seems to have resolved his issue. SM Rick stated that Chrysler covered the cost of this repair but the customer still wanted to complain to Chrysler.

Agent contacted customer at 269.579.0122. Agent left VM for customer advising that this was a follow up call to confirm his vehicle has been repaired and returned to him. Agent advised if everything has been completed to his satisfaction there is no reason to return agents phone call. How ever if he wishes to speak with agent please call 877.759.5427 ext 4718413.

Reassigning file to DF314 for survey by-pass.

Survey By-pass Added

| Customer A | Customer Assistance Inquiry Record (CAIR)# 23465731 | | | | | | | |
|-------------------|---|---------------------|---------------------------------------|-----------------|---------------|---------------|------------------|--|
| VIN | 2A4RR6DX6 | AR | Open Date | 05/22/2013 | Built
Date | 09/22/2009 | | |
| Model Year | 2010 | Body | RTYS53 | CHRYSLER | TOWN & 0 | COUNTRY LIM | IITED WAGON | |
| In Service Dt | 11/02/2009 | Mileage | 98,853 | Dealer
Zone | 42 | DETROIT | | |
| Plant | R | WINDSOR AS
PLANT | VINDSOR ASSEMBLY PLANT Market U US | | | | | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | | |
| Engine | EGQ | 4.0L V6 SOHO | ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISS | ION | | | |
| Dealer | 45196 | AL DEEBY DO | DDGE CLARKS | STON, INC. | | | | |
| Dealer
Address | 8700 DIXIE H | IIGHWAY | | | | | | |
| Dealer City | CLARKSTON | I | | Dealer
State | МІ | Dealer Zip | 48348 | |
| Owner | Contact Type | | | | | | TELEPHONE | |
| Address | | | | | | Home
Phone | | |
| | LAKE ORION | І МІ | | | | Country | UNITED
STATES | |

| Product - Transmission / Transaxle - Unknown - Noisy - Default | Repeat transmission issues |
|---|----------------------------|
| Corporate - Survey By-Pass - No Documentation - Default - Default | |

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

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? 45196

Reassigned to 88F

See previous CAIR s.

Customer contacted writer and left a voice mail message with phone

number, , for a return call. 05/23 8:13 AM.

* * * * * CASE MANAGER TEAM - District V * * * * *

Customer owns 1 Household vehicle

1 New

0 Used

Customer has no service contract

Customer has no extended warranty

Writer contacted the dealership and spoke to Service manager Joe. SM Joe informed writer that the customer s vehicle is currently being diagnosed.

Writer will follow up with the dealership no later than 5/28/13 in regards to the diagnosis on the customer s vehicle.

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

Writer contacted the customer and informed her of lines 19-22. Customer informed writer that she wants her vehicle bought back.

Writer informed customer that she has gone through our buy back and writer is showing that they informed her that she did not qualify.

Customer is upset that we did not inform her of the D-11-53 for rental while her vehicle was being repaired. Customer wanted to speak to legal. Writer informed that writer will research the customer s next step in her case. Customer informed writer that she is in a rental vehicle and she wants to know what she is going to do with the rental vehicle. Customer also states that she got into an accident back in March and it was because the vehicle was stalling and a car rear ended her. Customer states that she has had the vehicle repaired and is still having the

concern. Writer reviewed customer s rental and writer is showing in previous case 23427986. As per lines 56-61 CAC authorized only 2 days of rental. Writer is not showing any additional days of rental authorized for the customer.

Writer contacted the dealership 63975 and Service Director Jim was not available but took writer s contact information and will be calling writer back to discuss customer s case.

Status update provided via email to the following email address:

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

Your case number: 23465731

Chrysler Case Management telephone number: 800-763-8422

my direct extension: 66245

my work hours: 8:00 to 4:30 pm Eastern Time

Thank you.

End of Status Update

Writer reviewed customer s case. Customer will need to return the rental vehicle that the customer is in as we have only authorized 2 days from previous case. Customer needs to clarify if she is pursuing legal because of the accident that she mentioned or because of the buy back. Customer needs to refer to SI if customer is seeking legal for the accident. Need to verify what direction the customer is wanting to take in regards to her case.

Writer attempted to contact customer to advised as per lines 53-59. Writer left message advising of another attempt to contact 5/28
****** Below Customer Contacted for Documentation Request ******
on 2013-05-28 @ 13:31

Writer called customer. Customer advised that she would like to number for the legal department. Writer advised the customer that they will need to go through their attorney and that they will get a hold of the legal department. Customer advised that she picked up her vehicle and dropped off the rental and would like reimbursement for the rental. Customer advised that we can look into reimbursement but not promise or guarantees are made at this point until the documents are sent in. Customer advised that she is needing to take her vehicle back into the dealership this week and needs to know about rental.

Writer needing to research and review case further as per the customer s request on rental assitance.

Status update provided via email to the following email address:

Hello Mrs.

This is Lima with Customer Care. I am writing to inform you that we are reviewing your case. We are also waiting for documentation in regards to your request on reimbursement. I will follow up with you no later than 5/31/13. Thank you.

End of Status Update

Status update provided via email to the following email address:

Hello Mrs.

This is Lima with Customer Care. I am writing to inform you that we have not yet received the documentation in regards to your request for rental assitance. I will follow up with you no later than 6/5/13 in regards to your case. Please verify what dealership you will be taking the vehicle into moving foward. Thank you.

End of Status Update

Status update provided via email to the following email address:

Hello Mrs.

This is Lima with Customer Care. I am writing to inform you that we have not yet received the documentation requested for review. Your case will close on 6/7/13 if we do not receive the documentation, however once it is received your case will be reopened. Thank you.

End of Status Update

Writer is not able to view if any documentation is received. Writer will verify 6/10/13 before closing case.

No documentation received.

no documentation since 5/28.

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

| Customer Assistance Inquiry Record (CAIR)# | | | | | 23470850 | | |
|--|-------------|---|-----------------------|----------------|---------------|---------------|------------------|
| VIN | 3D4PG5FV1 | AT | Open Date | 05/23/2013 | Built
Date | 09/21/2009 | · |
| Model Year | 2010 | Body JCDP49 DODGE JOURNEY SXT HATCHBACK | | | < | | |
| In Service Dt | 03/03/2010 | Mileage | 68,445 | Dealer
Zone | 66 | ORLANDO | |
| Plant | Т | TOLUCA ASS
PLANT | SEMBLY | Market | U | us | |
| Color | PW1 | STONE WHI | TONE WHITE CLEAR COAT | | | | |
| Engine | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 26118 | 26118 KEFFER CHRY-JEEP INC | | | | | |
| Dealer
Address | 8110 E INDE | 8110 E INDEPENDENCE BLVD | | | | | |
| Dealer City | CHARLOTTE | CHARLOTTE Dealer NC | | | Dealer Zip | 28227 | |
| Owner | | Contact
Type | | | | | TELEPHONE |
| Address | | | | | | Home
Phone | |
| | CHARLOTTE | CHARLOTTE NC Cou | | | | | UNITED
STATES |

| Product - Drivability - Unknown - No Start - Default | Intermittent No Start/Stalling |
|--|--------------------------------|
| Referral - Escalation - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:

MR called in and for over the past year has been having issues with the vehicle's electrical components. Customer states that at times the vehilce intermittently wont start, while driving electrical features in the vehicle will toggle and become inopertive also. Customer feels this is a safety concern as this effects the door locks, a/c and other settings while driving. Customer has had multiple appointments at the dealership with no resolution. Agent contacted KEFFER CHRYSLER 26118 and spoke with SA Percila who was assigned to vehicle and confirmed that

MR is a great customer of theirs and very understanding in the time it has taken up till now to attempt this repair. SA states that they can duplicate the issue shortly while in the service line but

will not duplicate for technician. SA states that at this point customer has been in a rental as they believe the vehicle is not fit for the

customer to drive at this point. At this point the dealership in unable

to provide diagnosis and repair. MR is seeking assistance from Chrysler for resolution for needed repair.

Briefly summarize what the customer is expecting:

Resolution for onoing 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

Preferred Afternoon/Evening call back number is

Customer email address for case updates: N/A

Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 26118

Reassigned to 88F

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

OOW by mileage 3/36

Customer owned 2 vehicles, 1 new, 1 used

and 1 current original owner

No additional vehicles in household

MAXIMUM CARE and ESSENTIAL CARE Service contract

Writer contacted dealer#26118 dialed 704-532-1050, SM Chris Brown was

not available writer left message.

Writer contacted dealer#26118 dialed 704-532-1050, SM Chris Brown states basically customer vehicle is having electronically issues so far they high tag the vehicle but it goes back to working. SM states everything is working on vehicle its driving fine they can not test the systems if it s working fine. SM states they are unable to duplicate any issues with vehicle and states issues are intermittent. Writer understood writer thanked SM advised SM that case maybe sent to another department for further review if not writer will call back.

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

Left message.

The dealer is unable to duplicate and/or diagnose the customer s concern. The dealer was asked to contact STAR using the Vehicle Not Repaired Check Sheet found in DealerCONNECT under Service - Repair Information - Other - Vehicle Not Repaired Check Sheet. Please see prior file 22775624 where intermittent stalling has never been duplicated. DM had to reimburse dealer 1000.00 in rental fees. Agetn contacted owner , who stated that he had vehicle at dealer 26118 three weeks ago, where it stalled at dealer, then mistakenly restarted, but then no fault could be found. Since then, it has stalled (loss of electrical power) a few times in a few weeks. Owner has never drove vehicle with a member of dealer staff.

Agent contacted dealer, spoke with SM, Pricilla. Vehicle has been at dealer since 5/11/13; no duplication. Owner does not feel safe in vehicle. Vehicle has had total power loss while driving. Owner has cell phone videos of power loss.

SM Pricilla will contact dealer DM Bob Rossi for assistance. DM was involved last Nov 2012 when issue could not be duplicated. Priscilla:

Chrysler covered 30 days rental back in November/ December. Unfortunately the concern was never duplicated and the rental expense was reimbursed via direct check

STAR should have been contacted given the concerns.

Bob

******* Following Corporate Resource has been contacted ****** TAPS

on 2013-06-03 @ 14:02

Owner sent multiple videos to agents email (provided to owner by dealer??) however, agent could not view playback on our computers. Agent emailed DM Bob Rossi for further assistance.

Agent heard from DM Bob Rossi this morning who will update narrative in the next few days and provide options to owner to possible trade out of vehicle.

CAIR ESCALATION UPDATE

SEE STAR CASE# 60190557 FOR INFORMATION

Agent spoke with DM Bob Rossi who will be visiting dealer later this week. Agent contacted dealer, spoke with Pricilla who advised that they replaced the WIN module which appears to have repaired vehicle. So far issue has not surfaced.

Owner has notified, was happy dealer was able to duplicate concern while he was at dealer. Vehicle will be looked at by DM this Thurs, and if there is no problem found, will be returned to owner that day. Agent contacted dealer, spoke with SM Chris who advised that DM just arrived at dealer and plans on addressing vehicle and drawing conclusion on how to proceed with no duplication.

SA emailed agent stating that vehicle is repaired. WIN module was replaced and repaired vehicle. Key cylinder was loose, sliding to aux position and confusing module to shut down. Dealer seeking authorization for 650.00 in rental charges. CCAC never authorized owner to be in a rental, dealer placed owwer in rental before JDS111 had case. Agent left message for DM Bob Rossi to review, but DM had declined rental previously because he had to reimburse dealer 1000.00 for rental in Nov/Dec 2012 for concern,at that time,which was never duplicated. Owner happy that this is resolved.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 24002963 | |
|--|------------|--------------------------|------------------------------------|---------------------------------|---------------|------------|--|
| VIN | 3D4PH5FV3 | АТ | Open Date | 09/29/2013 | Built
Date | 09/25/2009 | |
| Model Year | 2010 | Body | JCEP49 | DODGE JOURNEY SXT AWD HATCHBACK | | | |
| In Service Dt | 01/13/2010 | Mileage | 69,000 | Dealer
Zone | 42 | DETROIT | |
| Plant | Т | TOLUCA ASSEMBLY
PLANT | | Market | U | US | |
| Color | PS2 | BRIGHT SILV | BRIGHT SILVER METALLIC CLEAR COAT | | | | |
| Engine | EGF | 3.5L V6 HIGH | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AU | -SPEED AUTOMATIC 62TE TRANSMISSION | | | | |

| Owner | | Contact
Type | E-MAIL |
|---------|------------|-----------------|------------------|
| Address | | Home Phone | |
| | LIVONIA MI | Country | UNITED
STATES |

| Product - Engine - Unknown - Seized, Sticks, Binds - Default | Excessive carbon build up. |
|---|----------------------------|
| Corporate - E-Reimbursement - Default - Default | Reimbursement |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Technical Intervention. |
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | |

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

Fifth occurence of engine problem

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

On January 12, 2010, I purchased a new 2010 Dodge Journey SXT (VIN 3D4PH5FV3AT) from Crestwood Dodge dealership in Garden City, Michigan. Safety was the most important factor when choosing my new vehicle, as I needed a vehicle that would be safe for my children. This is

especially important to me since I frequently travel on the freeway with my

children, and regularly complete a 30-40 minute commute to my place of employment in downtown Detroit. One of my biggest fears is that of being stranded on the side of the freeway with my young children. Therefore, my main reason for choosing the Dodge Journey over numerous other available cross-over vehicles was the fact that it earned the 2009 Top Safety Pick Award . After purchasing the vehicle, I had a very short-lived feeling of security during my travels. My first two major problems with my brand-new Journey occurred just over one year of ownership. With my son in the car, and pregnant with my second child, I was making a left-hand turn out of a driveway onto a five-lane road. I hit a bump at the end of the driveway causing my car to shut off in the middle of the road! Without knowing what caused the car to shut off, and with cars speeding toward my son and me, I very quickly put my car in neutral, restarted the engine, and put it

back in drive. Luckily, I was able to avoid the many vehicles that were desperately braking in an attempt to avoid slamming into the side of my car. Very shortly after this incident, the same problem happened as my husband backed the car out of our driveway. At this time, he noticed that the ignition key had fallen back causing the car to turn off. Around the same time as the above stated incident, another problem occurred. While driving on the freeway with my son, as my speed approached 70 mph the vehicle started violently shaking anytime I pressed the gas pedal; the engine light also illuminated. After what seemed like several minutes of sputtering and trying to maneuver my way to the right lane of rush-hour traffic in an attempt to make it to the next off-ramp, the vehicle started

to accelerate normally. The car was subsequently taken to Crestwood Dodge dealership for repair of both problems. The dealership claimed they could not reproduce the shaking problem, but were able to see that the engine light registered a problem. They claimed that the engine had a build-up of carbon, and that this likely caused the shaking problem. When

asked why the engine would have such a build-up of carbon so quickly after

purchase, the dealership claimed that it sometimes happens when the engine

is being broken in . The dealership also advised me to use premium gas in

my car several times a year. Regarding the ignition problem, the dealership claimed that the ignition needed to be replaced as a result of my key ring being too heavy. I was later notified, however, that a safety recall was implemented due to faulty ignitions. Less than two months after having my vehicle repaired by the dealership, the shaking problem reoccurred; again, while pregnant and with my toddler son in the car. The vehicle was returned to the dealership for repair of the same problem. This time, my vehicle stayed at the dealership for almost two weeks. The dealership replaced the engine valves and cylinder head. After this repair, my vehicle was seldom driven for several months, as soon after I was placed on pregnancy-related bed rest, and then on maternity leave from

work. In April 2012, after returning to work from maternity leave, I was driving my then three-year-old and eight-month-old sons on the freeway. Again, my vehicle started violently shaking; and once again, the engine light illuminated. At this point, I complained to Chrysler regarding the repetitive problems with the vehicle, specifically with the engine, and was

assigned an advocate named Colleen (case# 22187093). I scheduled the vehicle for another appointment with Crestwood Dodge, and the Journey returned to the dealer on May 2nd for the third time regarding the same engine problem. The dealership, again, indicated that there was a heavy carbon build-up resulting in improper operation of the valves. The dealership s resolution to the problem was to simply clean the carbon from

the engine. The Chrysler advocate suggested to the dealership that they bring in a special technician to determine the cause of repetitive carbon build-up; however, they were unable to determine the source. I was referred by my advocate to the buy- back department of Chrysler, but since

the first occurrence of my repetitive engine troubles started slightly over

one year of purchasing the vehicle, Chrysler would not replace the defect vehicle that I had been sold. After approximately ten days at the dealership, the defective vehicle was returned to me. I complained to the service manager, Dale, and the buy-back department that the source of the problem was not identified or repaired, and explained that as a result of the failure to identify the source of the problem, the issue would certainly transpire again. Neither Chrysler nor the dealership entertained

my concerns regarding the dealerships failure to identify the source of the

repetitive engine problems. In September of 2013, in addition to the engine developing a ticking sound, the vehicle began its all too familiar

phenomenon of shaking at approximately 70mph. Once again, the service manager, Dale, was notified of both problems, and the vehicle was left at the dealership for repair. The technician noted on the service invoice that the engine had loss of compression on cylinders four and one, and that

after removing the cylinder heads, found that the valves were not sealing due to heavy carbon build-up. The technician advised that all of the valves would have to be replaced again (making this the second set of valves to fail). The dealership ordered and received the parts, but called

a few days later to inform us that they were defective, and that another set had to be ordered (making it the third set of valves to fail on this vehicle). On the eighth day, the dealership called to say that the vehicle

was ready. When picking up the vehicle, the service manager was unavailable. My husband, again, inquired about the source of continuous carbon build-up and valve failure, and the service department stated that they would speak to the technician and notify us of the findings. Of course, the dealership never contacted us with an explanation. Less than

two weeks after the vehicle was repaired , the engine is still making a loud ticking noise. Dale, the service manager, was notified that the problem was not resolved during the vehicle s last eight-day stay at the service department. The service manager let out a loud sigh, and was noticeably annoyed that the vehicle needed to be returned. Any annoyance that the service department is feeling regarding this issue is only a minuscule fraction of the level of annoyance and frustration that my husband and I are feeling toward the vehicle, the service department, and Chrysler. The Journey is scheduled to be returned to the dealership for the FIFTH time for its continuous engine problems on Saturday, September 27, 2013. I cannot accurately describe the level of frustration and stress my husband and I are experiencing as a result of the continuous problems with this vehicle. The fact that this vehicle has put my children

in danger on several occasions infuriates me! The main reason that I purchased the Journey was to ensure that my children would be safe. Due to

this vehicle s reoccurring mechanical problems, I no longer have the freedom to drive my children without the fear and anxiety of potentially being involved in an accident, or stranded on the freeway. I would love nothing more than to have a safe and reliable vehicle for my family; unfortunately, this vehicle is not it. As a life-long resident of metro Detroit, I have owned numerous Chrysler and other American-made vehicles, and have always considered them to be quality products. I am not just disappointed that Chrysler put a defective product into the market; I am shocked and outraged at Chrysler's lack of concern or resolve in the repetitive vehicle malfunctions that resulted in dangerous situations for my family, time and energy spent on trips to the dealership, stress of having to argue with the dealership and Chrysler over getting the problem resolved, and extreme disappointment in Chrysler for refusing to rectify the problem. The dealership has advised Chrysler that they cannot locate the source of the problem. If the dealership is stating that the problem cannot be identified, then this clearly indicates that the product is defective. I am appalled that even after being advised of the numerous, repetitive, and uncorrectable problems, Chrysler, a highly respected Detroit company, would have such a lack of concern for their customers, and

knowingly allow families to drive in defective products. My two major expectations when purchasing my brand-new vehicle were reliability and peace-of-mind while traveling with my family. Chrysler has failed to meet those expectations. I would like to give Chrysler one last opportunity to rectify this problem; I hope that this is not the level of quality that Chrysler expects from its vehicles, or the level of customer service it considers satisfactory in order to ensure retention of clientele. If the situation is not resolved, I will have to assume that Chrysler sets very low standards for quality assurance and customer service, and will be purchasing all future vehicles from another, more reliable company. Thank you very much for your prompt attention to this problem.

St. Livonia, MI

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

Dear

contacting the Dodge Customer Assistance Center in regards to your 2010 Journey.

I am sorry to learn of the concerns raised regarding your vehicle stalling and Engine issues and appreciate the time taken to bring these concerns to our attention.

We would be happy to further look into this situation and review the matter further. To do so, we will first require the vehicle be at the Dealership for further attention and review. This will best allow us to review your request going forward. It is important to note we are not requesting you fully undergo review or repairs at this time, we are only requesting the vehicle be scheduled and at the Dealership so we may better gather information related to your vehicles condition in order to better review the matter.

I have updated your file to reflect the information provided in your email. 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.

Thanks again for your email,

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

My vehicle was left at the dealership, Suburban Chrysler Dodge Jeep Ram of Garden City (888) 602-4078, on Saturday morning, 9/28. We have yet to receive any information from the dealership regarding my Journey. The service manager, Dale, is the person familiar with my vehicle. Thank you,

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

CONTACT UPDATE: Agent attempted to review information with Dealership, outside Dealer hours.

Dear

Thank you for your response.

Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email (NUMBER). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

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? 57062 Reassigned to 88F

* * * * * CASE MANAGER TEAM - District V * * * * *

Status update provided via email to the following email address:

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

Your case number: 24002963

Chrysler Case Management telephone number: 800-763-8422

my direct extension: 66245

my work hours: 8:00 to 4:30 pm Eastern Time

I will contact you no later than 10/2/13 to go over your case. Thank you.

End of Status Update

CONTACT UPDATE - 1st Contact lines 223-232.

Writer contacted the dealership and spoke to SA Scott. SA transferred writer to SA Jim. SA Jim informed writer that they have replaced the lifters which caused the noise concern that the customer brought the vehicle in for. SA states that the repairs are completed and that they will leave the vehicle over night and will cold start it in the morning. SA was asked if the customer s concerns with the vehicle stalling and the ignition concern are resolved along with the noise concern. SA states that the vehicle came in for a noise concern and they replaced the lifters to resolve the concern. Writer informed that a follow up will be made with the customer.

****** Below Customer Contacted for Documentation Request ******
on 2013-10-02 @ 18:24

Writer contacted the customer and spoke to the customer in regards to her case. Customer states that the dealership has repaired the vehicle multiple times and she has had to return for the same repair. Customer states that her vehicle has been out of service for a month total with multiple repairs for her concerns. Customer states that the concern with the carbon build up has not been resolved. Writer informed that writer

will research and verify that all options has been exhausted on her concern. Customer was informed to submit the documentation for review of reimbursement on a car payment. Writer informed customer that follow up will be made no later than 10/9/13.

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

Customer Document Reviewed.

Status update provided via email to the following email address:

Hello Mrs.

This is Lima with Customer Care. I am writing to inform you that we have received the documentation requested for reimbursement. I will contact you no later than 10/11/13 to go over your case. Thank you. End of Status Update

Status update provided via email to the following email address:

Hello Mrs.

This is Lima with Customer Care. I am writing to inform you that I am still reviewing your case. I will follow up with you no later than 10/15/13. Thank you.

End of Status Update

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement on 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.

N/a

Enter the Date when the repairs were completed.

N/a

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

N/a

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

\$493.70

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$493.70

****End structured narrative T2 - eReimbursement

Writer contacted the dealership and was informed that the vehicle was last in the shop on 10/7/13. SA states that they replaced all the tappets on both side and the rear differential seal was leaking and they repaired it. SA informed writer that the customer has not called in since than. Writer contacted the customer and was informed that the vehicle is still experiencing the concerns. Customer states that the check engine light has been going on and off and there is a chirping or squeaking sound and a mild shaking when the vehicle is going 70 miles per hour. Customer states that she will be taking the vehicle back in today 10/17/13.

Customer verified the mailing address.

Writer contacted the dealership and spoke to SM Mike. Writer informed of lines 296-301. SM informed writer that he will advise SA Jim to look out for the customer s vehicle.

Writer contacted the dealership and was informed that the customer s vehicle is currently in the shop. Writer was informed that the SA Jim is out of the office and will return Monday. Writer will follow up for more information.

Writer contacted the dealership and left a message with SA Jim. Writer informed that writer is following up on the customer s diagnosis on the vehicle and next steps.

Writer contacted the dealership and left a message for SA Jim. Writer is wanting to know if the customer has a diagnosis on the 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 noise and mild shaking

Action requested:repair customer s concern.

Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 42 45634 10/21/13 15:23 R 24002963 Writer contacted the dealership and was informed that the technician found that there is an internal problem. SA states that the vehicle was is now with the engineer and they are needing a tear down. SA could not verify if the customer has authorized a tear down and has informed writer will need to speak to SA Jim.

Writer received a voice message from the SA Jim. SA states that they are still addressing the concern with the chirp and mild shake. SA states that they did determine the vibration was from the tires being out of balance. SA states that the customer had new tires put on at a different facility and they were out of balance by couple ounces. Customer states that they determined that there is an engine mis fire and have sent it to the engineers and they are currently looking at it now. We will be able to get more information no later than 10/23/13.

Writer contacted the customer and left a message of lines 329-336. Follow up 10/24/13.

Writer contacted the SA Jim. Writer was informed that the seat was burnt on the back head for the #3 cylinder. Writer was informed that they are working on having that replaced and the vehicle should be repaired by tomorrow. Writer informed that a follow up will be made to verify the repairs.

Status update provided via email to the following email address:

Hello Mr. and Mrs.

This is Lima with Customer Care. I contacted the dealership and was informed that the vehicle is currently in the repair stage. I am following up with the dealership on the repairs no later than 10/28/13. I will contact you no later than 10/29/13 in regards to your case. Thank you.

End of Status Update

CM called the dealer and left vm for SM requesting a call back or email. CM called the customer she said the vehicle is fine now after she picked it up from the dealer on Saturday.

Mrs. accepts and verifies the check should be mailed to the following name and address:

LIVONIA, MI-

Writer reviewed documentation.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 24109045 | |
|--|--------------|--------------------------------------|------------------------|----------------|---------------|------------------|-----------|
| VIN | 2D4RN5D1X | AR | Open Date | 10/23/2013 | Built
Date | 08/17/2009 | |
| Model Year | 2010 | Body RTKP53 DODGE GRAND CARAV | | | AVAN SXT WA | VAN SXT WAGON | |
| In Service Dt | 05/11/2010 | Mileage | 42,000 | Dealer
Zone | 32 | NEW YORK | |
| Plant | R | WINDSOR ASSEMBLY PLANT Market U | | | US | | |
| Color | PW1 | STONE WH | STONE WHITE CLEAR COAT | | | | |
| Engine | EGL | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 44876 | 76 VISION DODGE | | | | | |
| Dealer
Address | 920 PANORA | 920 PANORAMA TRAIL SOUTH | | | | | |
| Dealer City | ROCHESTER | ROCHESTER Dealer State NY | | | Dealer Zip | 14625 | |
| Owner | | | | | | Contact
Type | TELEPHONE |
| Address | | | | | | Home
Phone | |
| | ROCHESTER NY | | | | Country | UNITED
STATES | |

| Corporate - Recall - Default - Default - Default | Customer called to see if recall would still be covered |
|--|---|
| Product - Electrical - Engine Wiring - Other - Default | Customer states problem with Win Modular |

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the vehicle shut off the ignition on its own.

Customer states it has problems with the start position.

Mostly customer believes the problem is connected to the Win Modular recall which was replaced by previous owner.

Briefly summarize what the customer is expecting: Customer wants recall to be performed a second time if needed.

Agent advised customer that neither the dealer nor CAC could possibly diagnose the vehicle over the phone.

Agent advised customer that if the vehicle is experience the exact same issue as what the problem was with the recall and the same parts are needed to be replaced to do the repair then the recall repair could be done again but everything had to be the same.

| Customer A | Customer Assistance Inquiry Record (CAIR)# 24118634 | | | | | | 24118634 |
|-------------------|---|-------------------------------------|-------------------------------|----------------|---------------|------------------|-----------|
| VIN | 2A4RR5D15 | AR | Open Date | 10/25/2013 | Built
Date | 09/11/2009 | |
| Model Year | 2010 | Body RTYP53 CHRYSLER TOWN & CO | | | COUNTRY TO | URING WAGON | |
| In Service Dt | 01/04/2010 | Mileage | 61,000 | Dealer
Zone | 42 | DETROIT | |
| Plant | R | WINDSOR ASSEMBLY PLANT Market U | | | U | US | |
| Color | PRH | INFERNO RE | NFERNO RED CRYSTAL PEARL COAT | | | | |
| Engine | EGL | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 41626 | 26 CHARLIE'S DODGE INC | | | | | |
| Dealer
Address | 725 ILLINOIS | 725 ILLINOIS AVENUE | | | | | |
| Dealer City | MAUMEE Dealer State | | | ОН | Dealer Zip | 43537 | |
| Owner | | | | | | | TELEPHONE |
| Address | | | | | | Home
Phone | |
| | TOLEDO OH | | | | Country | UNITED
STATES | |

| Recall - L25: WIN MODULE DETENT RING - Information Request | Advised of completed recall. |
|--|------------------------------------|
| Product - Electrical - Ignition System - Intermittent or Inoperative - | Customer's vehicle shuts off while |
| Default | driving. |

Briefly summarize why the customer is contacting Chrysler: Customer called to see if she has any recalls on her vehicle. Customer stated her vehicle will shut off while driving and she read online that this is a common issue with the MY 2010 Town N Country. Briefly summarize what the customer is expecting: Agent informed of completed recall L25 and a diagnosis would need to determine if it is the problem. Agent advised customer of no other recalls on her vehicle.

| Customer Assistance Inquiry Record (CAIR)# | | | | | 24177020 | | | |
|--|------------|---------------------------|-----------------------------------|---------------------------------------|---------------|------------|--|--|
| VIN | 2A4RR5D16 | AR | Open Date | 11/09/2013 | Built
Date | 12/15/2009 | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING WAGON | | | | |
| In Service Dt | 12/21/2009 | Mileage | 83,674 | Dealer
Zone | | | | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | US | | |
| Color | PS2 | BRIGHT SILVE | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV E | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISSI | ON | | | |

| Owner | | Contact
Type | E-MAIL |
|---------|---------|-----------------|------------------|
| Address | | Home
Phone | |
| | ALMA MI | | UNITED
STATES |

| Product - Electrical - Ignition System - Defective - Default | Keyfob is not working properly |
|--|--------------------------------|
| Corporate - CNA Change - Default - Default - Default | Updated |

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

Key will not release from ignition

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

We are having an issue with our key not turning or coming out of the ignition. Sometimes when we are driving, the engine just turns off. This has happened at least twice if not 3 times. Then we can t shift at all-we could be stuck in D or R or P. At this point the car will not re-start. And the brake pedal will be very hard. We have already gone in during the recall to have the ignition replaced. At that point, the key was just slipping into a different position (Aux instead of ON). Now it gets stuck.

***** END OF CUSTOMERS EMAIL ****

VIN:AR
Mileage:83674
Servicing Dealer:
Title:
First Name:
Middle Initial:

Address 2: City:Alma State:MI

Zip:

Last Name

Thank you for contacting the Chrysler Customer Assistance Center. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

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 (STAR) or contact their regional Business Center.

Thanks again for your email.

Sincerely, Sierra Customer Service Representative Chrysler Customer Assistance Center ***** END OF CAC EMAIL *****

| Customer A | Customer Assistance Inquiry Record (CAIR)# 24637188 | | | | | | | |
|-------------------|---|---------------------|---------------------------------------|-----------------|------------|------------|-------------|--|
| VIN | 2A4RR5D11 | AR | Open Date | 02/24/2014 | 03/30/2010 | | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & 0 | COUNTRY TO | URING WAGON | |
| In Service Dt | 03/30/2010 | Mileage | Mileage 50,464 Dealer Zone 66 ORLANDO | | | | | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY Market U US | | | | | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62TE | TRANSMISS | ION | | | |
| Dealer | 42576 | JIM COGDILL | DODGE COM | PANY | | | | |
| Dealer
Address | 8544 KINGS | TON PIKE | | | | | | |
| Dealer City | KNOXVILLE | | | Dealer
State | TN | Dealer Zip | 37919 | |
| Owner | Contact Type | | | | | | | |
| Address | Home Phone | | | | | | | |
| | KNOXVILLE TN UNITED STATES | | | | | | | |

| Recall - L25: WIN MODULE DETENT RING - | Customer inquiring about the recall on his vehicle |
|--|---|
| | Cacterine: miquining about and rooms on the rooms.c |

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having trouble with the ignition system in his vehicle. Customer states that his key will not stay in the on position. Customer states that his key will slip in to the accessory position and his vehicle will shut off on him.

Briefly summarize what the customer is expecting: Customer is expecting recall information.

Agent advised customer that if his vehicle is diagnosed as having the exact same issue as the recall. Chrysler will repair the vehicle under the original recall. Agent strongly cautioned customer that if his vehicle is diagnosed as having any other issue, we would not be able to assist him with the repair and he would be responisble for the diagnostic fee as well as any other repairs on his vehicle.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 24724510 | | |
|--|------------|---------------------|--------------------------------|---------------------------------------|---------------|------------|--|--|
| VIN | 2A4RR6DX1 | AR | Open Date | 03/12/2014 | Built
Date | 02/25/2010 | | |
| Model Year | 2010 | Body | RTYS53 | CHRYSLER TOWN & COUNTRY LIMITED WAGON | | | | |
| In Service Dt | 01/13/2011 | Mileage | 33,869 | Dealer
Zone | 32 | NEW YORK | | |
| Plant | R | WINDSOR AS
PLANT | SEMBLY | Market | U | US | | |
| Color | PRH | INFERNO REI | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | EGQ | 4.0L V6 SOHC ENGINE | | | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISSI | ON | | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|---------------------|-----------------|------------------|
| Address | | Home
Phone | |
| | SARATOGA SPRINGS NY | Country | UNITED
STATES |

| Recall - L25: WIN MODULE DETENT RING - Reoccurance or Related Problem | L25 Recall never done, although recall says done |
|---|--|
| Product - Electrical - Ignition System - Other - Default | win module issue |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding an ongoing issue with their win module. Customer stated that when the dealership had looked at it the keys would normally go on the run position to start the vehicle however the keys would actually go back to accesories and shut the vehicle. Customer stated that they have replaced the win module multiple time and they seem to be getting the same issue.

Briefly summarize what the customer is expecting: Customer is expecting to get the issue fixed. Agent advised that since this is an ongoing issue we would be able to send this up to a case manager once the vehicle is diagnosed and in the dealership. Agent gave the customer their case number and advised to call us back with it once the vehicle is diagnosed so we could send their case up to a case manager. Customer understood. Briefly summarize why the customer is contacting Chrysler: Customer is contacting back in as he has brought the vehicle in for the diagnostic. Customer states that whenever he turns the car on the WIN module will kick it back and shut the car off, Customer states the DLR was unable to duplicate the concern. Customer states he has had multiple issues with this concern and he would very much appreciate a resolution to this

Briefly summarize what the customer is expecting: Customer is expecting to have this issue resolved. Agent contacted DLR, Nemer Chrysler Jeep Dodge Ram of Saratoga, 617 Maple Ave, Saratoga Springs, NY 12866, (518) 584-1821. SA Nick advised Agent that they just opened this dealership and the Customer has only been to this DLR for the WIN module 2 now but he also did have previous issue with the module at SARATOGA CHRYSLER DODGE JEEP RAM 68540 as the SA Nick used to work at SARATOGA CHRYSLER DODGE JEEP RAM. Agent is reassigning to 88F for unresolved issue and unable to duplicate.

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

Who has possession of the vehicle? DLR

Has the vehicle been diagnosed by a CDJ dealer? Yes but unable to duplicate concern.

If a CDJ dealer has diagnosed, what is the dealer name or code? Chrysler Jeep Dodge Ram of Saratoga, 617 Maple Ave, Saratoga Springs, NY 12866, (518) 584-1821

Reassigned to 88F

* * * * * CASE MANAGER TEAM - District T * * * * *

OOW Basic by 68 Days

In Warranty Powertrain by 22 Months or 67,000 Miles 3 New, 0 Used Original Owner MVP Plans:

LWM100N - LIFETIME MAXIMUM CARE - Active till 04/12/2094 \$100 deductible Writer called Dealer 68540, Dealer Closed for the day

Status update provided via email to the following email address:

Hello My name is Katie

I have been assigned as your Case Manager.

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

My telephone number 1-800-763-8422

My extension is 66255

My work hours are Monday Friday 9:00AM to 5:30PM Eastern Time I will contact you by phone to discuss your case in one business day Thank you

End of Status Update

CONTACT UPDATE - 1st Contact attempt, Lines 49-57

Writer called Dealer 68540, Requested SM Todd, Left Voicemail requesting call or email back regarding status of vehicle

Writer called Customer, Spoke to Customer Mr, Writer verified issue of vehicle turning off, Customer stated shortly after buying the vehicle they had a problem with vehicle shutting off and they fixed it with a WIN Module, Customer stated last summer they took the vehicle to the dealer for this issue, Customer stated he believes the WIN Module has been replaced 3 or 4 times and the detent ring 1 or 2 times, Customer stated they took their vehicle to the dealer on about 03/18 and they were unable to duplicate the issue, Writer asked customer if there is anything that happens to indicate it might happen, Customer stated No indication that it is about to happen, happens both when driving straight and when turning

Writer called Dealer 68540, Requested SM Todd, SM out for the day, Spoke to SA Jennifer, Writer asked about vehicle ignition switching off at times with multiple WIN Modules replaced, SA stated she can see the vehicle was there 06/2013, Writer asked about a more recent visit where they could not duplicate the issue, SA stated there was a concern about a steering wheel vibration, but nothing regarding vehicle turning off, SA stated SA Nick was the advisor over the vehicle and recommended we call him tomorrow

Writer called Dealer 68540, Requested SM Todd, SM at their other store and can be reached at 888-561-2729, Spoke to SA Nick, Writer asked about customers recent visit to their dealership, SA stated they replaced the left front seat cover as goodwill, Writer asked about the concern of the vehicle turning off at times, SA stated they were unable to duplicate that issue while the vehicle was there although they tried about 4 times, SA stated that where they could not duplicate the concern they were not going to toss parts at the vehicle, SA stated they have replaced the WIN Module in this vehicle twice, Writer advised SA we understand not throwing parts at it, and asked if they had considered contacting STAR for assistance, SA stated the customer is welcome to come back in and they will open a STAR Case and take another look at the issue, Writer advised SA we will contact the customer and recommend they bring their vehicle back in

Writer called Customer , Left Voicemail advising that we have spoken to the dealership and at this time we feel the best route would be to take their vehicle back to the dealership for a day or two so that we can work to resolve this, also advised we will follow up Friday

Received call from Customer and Customer stated he received the message about taking the vehicle back to the dealer, Customer asked if they should just contact the dealer and set an appointment, Writer advised customer that is the best option, Customer asked if the dealer will provide a vehicle to drive, Writer advised customer he has a plan that covers rental so a vehicle will be provided, Customer accepted Writer called Dealer 68540, Spoke to SM Todd, Writer asked if customer had come in for further diagnosis of ignition concerns, SM stated they have not seen the customer since they replaced the seat cover Status update provided via email to the following email address:

This is Katie your Case Manager with Chrysler,

I spoke to Saratoga Chrysler today and they informed me that you have not brought your vehicle back for further diagnosis of your ignition concerns, I would recommend taking your vehicle back or setting an appointment and I will follow up on Tuesday

Thank You for being a valued part of the Chrysler Family

End of Status Update

Begin Customer Message reviewed:

Katie,

We called the dealership the morning after we spoke with you. They informed us that they were unaware of the situation and needed to contact Chrysler for clarification. Yesterday, Friday I spoke with them again and they informed us that the earliest they could look at the car was Tuesday. In short, we will be dropping it off on Monday at 10:00am at which time they are going to provide us with either a loaner vehicle if they have one or a rental vehicle from Enterprise.

End of Reviewed Customer message

Writer called Dealer 68540, Requested SM Todd, SM not available, Spoke to SA Nick, Writer asked if vehicle had been brought in for diagnosis, SA stated it was brought in Yesterday and the customer was put in a loaner per their plan, SA stated he is the Advisor over the vehicle and he asked the tech to shoot a question off to STAR on this issue then they are going to test drive the vehicle for 5-10 miles then they will probably pull the panel since this is the 3rd WIN Module and the key still snaps back with or without the detent ring, Writer asked current mileage, SA stated he does not have it available

Status update provided via email to the following email address:

This is Katie your Case Manager with Chrysler,

I spoke to Saratoga Chrysler today and they informed me that you dropped of your vehicle yesterday and they are currently working with some additional technical resources in an attempt to resolve your concerns with your ignition, I will follow up on Thursday

Thank You for being a valued and appreciated part of the Chrysler Family End of Status Update

Writer called Dealer 68540, Spoke to SA Nick, Writer asked status of vehicle, SA stated they found the recall was never done on the vehicle, SA stated they have the recall part but they are waiting on one more part to arrive, SA stated the part shipped yesterday and is coming from National PDC and they are expecting it in by Tuesday, SA stated he informed the customer and they are in a loaner

Status update provided via email to the following email address:

This is Katie your Case Manager with Chrysler,

I spoke to Saratoga Chrysler today and they informed me that they believe they have found the problem with your vehicle, but they are waiting for some parts to arrive, the parts are expected Monday or Tuesday so I will follow up with you on Tuesday

Thank You for being a valued part of the Chrysler Family

End of Status Update

Begin Customer Message reviewed:

Katie, thank you for the follow up. Nick, one of the service managers at the dealership has been very proactive in keeping us posted as to the status as well. He has been wonderful!

End of Reviewed Customer message

Writer Attempted to call Dealer 68540 at 518-584-1821, Busy Signal Twice Writer called Dealer 68540, Spoke to SA Nick, Writer asked status of repairs, SA stated the part came in this morning and they got it installed today, SA stated that although the L25 Recall shows done under the old dealer code, when they pulled the dash they found the recall was never done, SA stated they did the recall and goodwilled the dash trim for the customer, SA stated they notified the customer to pick up the vehicle but they are at work, Writer asked final mileage, SA provided 33,869 miles

Dealer Code 68540 at Phone Number 518-584-1821, Connects to Dealer Code 26832

Status update provided via email to the following email address:

This is Katie your Case Manager with Chrysler, I spoke to Nick at Nemer of Saratoga today and he informed me that they have completed the repairs to your vehicle and that you will be picking it up later today, I would like to give you a few days to drive your vehicle and make sure everything is resolved to your satisfaction and so I will follow up with you on Thursday Thank You for being a valued and appreciated part of the Chrysler Family End of Status Update Begin Customer Message reviewed: Kate, if you get a chance would you mind calling me on my cell. 3. I was informed that the WIN module is being replaced and that the module in the vehicle was part of the previously announced recall. I don t understand why the vehicle had a recalled WIN module in it in the first place. That module was supposedly replaced previously several times by the dealership. It is scary to think this issue had not been resolved previously. End of Reviewed Customer message Writer called Customer at , Left Voicemail requesting call back to verify repairs and to answer any question or concerns they may have. Attempted , Spoke to Customer Writer asked about repairs, Customer stated everything is working good so far, Writer asked if there were any questions, Customer stated there were none Writer called Customer , Customer stated he was told that there was a recall on his vehicle for the module they have been replacing, but they have been having this issue for a while, Writer advised customer that the information we were provided by the dealership is that the recall on their vehicle had been completed by their previous dealership, but when Nemer pulled the dash they found there was a problem with the way the recall had been done and they redid the recall, Customer asked what happens if the problem comes back in a year. Writer advised customer if the problem comes back we recommend they let their local dealership know and if they need our assistance they can contact us again, Customer accepted and stated everything is working good at this point Writer called Customer , Writer advised customer we were calling to follow up one last time on the repairs to their vehicle to make sure everything is still working correctly, Customer stated as far as they know everything is good, Customer stated they just got back from a trip that they took their Chevrolet on, Writer advised customer that as a courtesy for the hassle they went through Chrysler would like to provide them with 3 years of oil changes, Customer accepted, Writer asked how often they change the oil in their van per year, Customer stated about 4 times a year, Writer advised customer the plan will be added within the week and they will receive plan documents in the next month or two, Writer advised customer that any authorized dealer will be able to pull the plan up and do the oil changes, Customer accepted CLOSED LOOP UPDATE - no need for additional follow-up. Writer verified COIN Address ECS312N Contract created. Contract number is

Mr & Mrs

| Customer A | Customer Assistance Inquiry Record (CAIR)# 24728653 | | | | | | | |
|-------------------|---|------------------------------------|------------------------------|----------------|----------|---------------|-------|--|
| VIN | 2D4RN3D16 | AR | | | | | | |
| Model Year | 2010 | Body | RTKM53 | DODGE GR | AND CARA | AVAN HERO V | VAGON | |
| In Service Dt | 06/12/2010 | Mileage | 6,000 | Dealer
Zone | 51 | CHICAGO | | |
| Plant | R | WINDSOR /
PLANT | WINDSOR ASSEMBLY Market U US | | | | | |
| Color | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | | |
| Engine | EGL | 3.8L V6 OH | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED A | UTOMATIC 62TI | E TRANSMISS | ION | | | |
| Dealer | 45247 | STEVE JON | IES CHRYSLER | , DODGE, JEE | :P | | | |
| Dealer
Address | 322 W 4TH S | ST | | | | | | |
| Dealer City | OWENSBORO Dealer KY Dealer Zip 42301 | | | | | 42301 | | |
| Owner | Contact
Type | | | | | | | |
| Address | | | | | | Home
Phone | | |
| | OWENSBORO KY Country UNITED STATES | | | | | | | |

| Corporate - CNA Change - Default - Default - Default | added new number |
|--|--------------------|
| Recall - L25: WIN MODULE DETENT RING - Information Request | completed |
| Product - Electrical - Ignition System - Defective - Default | ignition turns off |

Briefly summarize why the customer is contacting Chrysler:Customer is having issues with his engine shutting off. Customer states that he/she would be driving and the engine will randomly shut off. Customer states that he did have a recall fixed a couple years back and wanted to know if that could be the issue.

Briefly summarize what the customer is expecting: Customer expects to know if this is that same recall

Agent advised customer that there are similarities to this issue. The Recall notice L25 states that upon starting the vehicle, the Frequency Operated Button Ignition Key (FOBIK), may not fully seat in the 'On' position. If not fully seated, under certain operating conditions (for example bumpy roads) the FOBIK could inadvertently move to the 'Accessory' mode. This could cause unintended engine shut off and increase the risk of a crash under certain driving conditions. Agent advised that customer goes into the dealership to get a diagnoses before being able to help any further.

As per:Answer ID 22333

Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because vehicle is intermittently shutting off while driving

Briefly summarize what the customer is expecting: Customer is expecting to have this issue resolved with the vehicle shutting off. Customer indicates this happens intermittently.

Agent telephoned the dealership (45247) and spoke with Matt, SA who advised the customer to bring the vehicle back in. Customer was last at the dealership on March 25th.

| Customer Assistance Inquiry Record (CAIR)# | | | | | 24835275 | | | |
|--|------------|---------------------|------------------------|---------------------------------------|---------------|------------|--|--|
| VIN | 2A4RR5D17 | AR | Open Date | 04/04/2014 | Built
Date | 01/22/2010 | | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING WAGON | | | | |
| In Service Dt | 01/31/2010 | Mileage | 77,636 | Dealer
Zone | 66 | ORLANDO | | |
| Plant | R | WINDSOR AS
PLANT | SEMBLY | Market | U | US | | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV ENGINE | | | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISSI | ON | | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|---------------|-----------------|------------------|
| Address | | Home
Phone | |
| | BOCA RATON FL | Country | UNITED
STATES |

| Draduat Floatrical Ignition System Other Default | Oliston officiality alabatica |
|--|-------------------------------|
| I Product - Electrical - Ignition System - Other - Default | I Clicks off while driving |
| Troduct Electrical Ightton Cyclem Caron Beladit | Tolloke on Willie dilving |

Briefly summarize why the customer is contacting Chrysler: Customer called looking to see if there are recalls on her vehicle.

Customer states that her ignition system turns off while driving if hit with keys or if she hits it with her knee, or hit it with her finger.

Customer states she had the problem replaced once at an IRF approx. 6 months - a year ago.

Briefly summarize what the customer is expecting: Customer wanted recall to offset repair costs.

Agent advised customer that there are no outstanding recalls on the vehicle.

Agent advised that if the repair does pertain to the prior recall a Chrysler dealership would be able to perform the repair for free if it is the exact same issue as the recall.

Agent also advised that Mopar parts have a warranty of 1 year or 12,000 miles so even the IRF should be able to make the repair without charging for parts if the issue is the same.

Agent offered to connect customer with a dealership in her area but customer declined.

| Customer A | Assistance | Inquiry F | Record (CAIF | ₹)# | | | 24921515 |
|-------------------|------------|---|-------------------------|-------------------------------|------------|-----------------|-----------|
| VIN | 2D4RN5DX1 | AR Open Date 04/23/2014 Built Date | | | 12/11/2009 | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRAND CARAVAN SXT WAGON | | | |
| In Service Dt | 01/04/2010 | Mileage | 117,000 | Dealer Zone | 35 | WASHINGT | ON |
| Plant | R | WINDSOR A | WINDSOR ASSEMBLY Market | | | US | |
| Color | PBV | BLACKBER | BLACKBERRY PEARL COAT | | | | |
| Engine | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 23309 | DARCARS CHRYSLER JEEP DODGE OF CARROLLTON | | | | | |
| Dealer
Address | 8100 ANNAP | OLIS ROAD | | | | | |
| Dealer City | NEW CARRO | DLLTON | | Dealer State | MD | Dealer Zip | 20784 |
| Owner | | | | | | Contact
Type | TELEPHONE |
| Address | | | | | | Home
Phone | |
| | SILVER SPR | SILVER SPRING MD UNITED STATES | | | | | |

| Product - Electrical - Ignition System - Intermittent or Inoperative - Default | Ignition shuts off |
|--|--------------------|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called to say that he is having a problem with his vehicle shutting off as he is driving.

Briefly summarize what the customer is expecting: Customer is expecting to have the vehicle stay running.

Customer stated that since he had the ignition replaced from the recall L25 he has had an issue with the key once you insert the key into the ignition and turn it on it will stay in the start position for a few seconds before going to the on position. Customer stated that in February he has an issue with the vehicle shutting off while driving. Customer stated that he was driving down the road when his vehicle shut off and he lost all power. Customer stated that it started up right away. Customer took it into the dealership on 02/2/2014 and the dealership was not able to find the reason why it shut off. Customer stated that 2 weeks later the vehicle shut off again while he was driving and the check engine light came on. Customer stated that he took the vehicle back to the dealership but the dealership could not get it to the issue again. Customer stated that it has happened 3 other times. Customer stated that the last time it happened was on April 21 2014 again the dealership was not able to duplicate the problem as no codes would come up on the computer. Customer is concerned that this issue will cause an accident. Customer states that the ignition always stays in the on position when it loses power. Customer stated that he is going to call the dealership and schedule an appointment for Friday. Agent advised customer to call us from the dealership once the vehicle has been diagnose and we can look into forwarding it up to a Case Manager if the dealership is not able to duplicate the problem. Agent contacted dealership DARCARS and left message for SA Ann to contact us with what the vehicle has been brought in for and what the diagnose is if any.

Survey by pass-no diagnose. Reassign to JR1305.

SA Ann called in and DLR has not been made aware of the vehicle shutting off. DLR confirms that customer has been in February 5/14 to replace a heater hose because smoke was coming from engine and Feb 6/14 to fix those hoses put in. Customer was also in February 8/14 transmission problems. Customer stated it was slipping. DLR took for road test for 20 miles unable to duplicate. No codes.

April 17/14 oil change and multipoint inspection, air filter and right turn signal bulb were all that needed to be replaced. Customer calling back stating that his vehicle stopped again while driving. Has stopped and happened 2-3 times since Feb. 2014. Dealership stated to customer that if engine light is not on, they cannot diagnose the issue. Dealership has to diagnose the issue while the check engine light is on.

Agent advised that customer should take the vehicle back to the dealership when the check engine light comes on and hope they can diagnose at that time.

Customer is calling because he wants recorded when this happens. Customer called back stating the starting issue has been getting worse, it has occured 6 times so far today, customer states he has an appointment on monday and will callback if the dealer can t diagnose it. Customer called back looking to see if he can get a rental, agent advised the customer has covered rental up to 5 days and first day rental is applicable, agent advised customer the dealer will need to provide it when the customer drops the vehicle off.

| Customer A | ner Assistance Inquiry Record (CAIR)# | | | | | | 24945725 |
|-------------------|---------------------------------------|--------------------------------|--|----------------|----------|-------------|------------------|
| VIN | 2A4RR6DX9 | AR | Open Date 04/28/2014 Built Date 03/02/2010 | | | | |
| Model Year | 2010 | Body | RTYS53 | CHRYSLER | TOWN & C | COUNTRY LIN | IITED WAGON |
| In Service Dt | 05/27/2010 | Mileage | 54,000 | Dealer
Zone | 42 | DETROIT | |
| Plant | R | WINDSOR A
PLANT | SSEMBLY | Market | U | US | |
| Color | PDT | DARK TITAN | DARK TITANIUM MET. CLEAR COAT | | | | |
| Engine | EGQ | 4.0L V6 SOH | 4.0L V6 SOHC ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AL | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | |
| Dealer | 63975 | MILOSCH D | ODGE, INC | | | | |
| Dealer
Address | 677 SOUTH I | LAPEER ROA | .D | | | | |
| Dealer City | LAKE ORION | E ORION Dealer State MI Dealer | | | | Dealer Zip | 48362 |
| Owner | Contact Type TELEPHONE | | | | | | |
| Address | | Home
Phone | | | | | |
| | | | | | | Country | UNITED
STATES |

| Recall - L25: WIN MODULE DETENT RING - Reoccurance or | Customer stated reoccuring problem |
|---|------------------------------------|
| Related Problem | with recall |

Briefly summarize why the customer is contacting Chrysler:Customer stated the vehicle stalled twice last month. Customer thinks it was caused by recall. Agent advised customer they could go to the dlr and have the vehicle looked at. Agent advised customer if it is recall related they will be able to fix the repair. Agent attempted to contact dlr 63975 but they were closed. Customer stated they will call in the morning. Briefly summarize what the customer is expecting:Customer seeking recall information.

Customer states he had a recall completed in 2011 for the L25. Customer states they put a foam spacer in the area of the dent. Customer states his key slipped into the accessory mode twice which caused the vehicle to stall recently.

Customer states he spoke to someone last night and the DLR was closed. Customer states he found online that Chrysler is fixing the win module and spoke to the DLR this morning who advised him that this was not the case but if he has a repeat of the L25 recall that would be considered under the recall.

Writer advised customer of the L25 - Safety Recall - Wireless Ignition Node Module Detents - 2010 (RT) Dodge Grand Caravan & 2010 (JC) Dodge Journey. Answer ID 22333.

Writer advised customer that he would need to bring the vehicle to the DLR for a diagnostics test and if it is determined to be the identical concern it would have to be reconsidered.

Writer advised customer if it is any other concern he would be responsible for diagnostics fee and repairs if completed.

Writer offered to transfer customer to DLR but customer will callback on his own.

| Customer A | ustomer Assistance Inquiry Record (CAIR)# 25056002 | | | | | | |
|-------------------|--|--|-------------------------------------|----------------|----------|------------------|-------|
| VIN | 2D4RN5D12 | AR | R | | | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRA | AND CARA | VAN SXT WA | GON |
| In Service Dt | 11/23/2009 | Mileage | 115,000 | Dealer
Zone | 66 | ORLANDO | |
| Plant | R | WINDSOR AS
PLANT | SSEMBLY | Market | U | US | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | |
| Engine | EGL | 3.8L V6 OHV | 3.8L V6 OHV ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AU | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | |
| Dealer | 64686 | GUPTON MO | TORS INC | | | | |
| Dealer
Address | 3450 TOM A | JSTIN HIGHW | AY | | | | |
| Dealer City | SPRINGFIEL | SPRINGFIELD Dealer State TN Dealer Zip | | | | | 37172 |
| Owner | Contact
Type | | | | | | |
| Address | | Home
Phone | | | | | |
| | GREENBRIER TN Country | | | | | UNITED
STATES | |

| Recall - L25: WIN MODULE DETENT RING - Reoccurance or Related Problem | concern is related to previously completed recall |
|---|---|
| Product - Electrical - Starter - Defective - Default | slipping out of the run position to acc position |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called because since having L25 recall repair preformed they have been having difficulty starting the vehicle. Customer stated two dealers have looked at it and felt the repair was completed correctly. Customer stated a new related concern has happened where while driving the key slipped from the run position to accessory and cut off engine power. Agent apologized they experienced the new concern and advised that the best next step is to have a dealer address the new concern as soon as possible. Agent advised they could see if the new concern is related to the recall repair. Customer declined to have agent transfer him to the dealer.

Briefly summarize what the customer is expecting: how to address his new concern

Customer does not want to pay the diagnosis fee. Customer states that they have been having issues with the key fob starter since they have completed the recall. Customer states that they have been in to another dealer to have the recall repaired again as it was still causing issues. Customer states that again today the vehicle shut down while driving on the freeway. Agent advised the customer that we are not able to waive the diagnosis fee. Customer wanted a supervisor.

Customer has requested Supervisor callback

Preferred daytime number:
Preferred evening number:

Reason for request: does not want to pay the diagnosis fee

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.

Customer called back because a diagnosis was preformed at Gupton Motors Inc, customer stated he received a call from SA Krista to advise him no codes were found. Customer stated all they suggested was to have oil change, transmission service and radiator cap replacement. Customer

stated prior to the service appointment the vehicle shut off while driving. Agent asked if they told him of any attempts to replciate/duplicate the concern. Customer stated no, agent attempted to call the dealer and speak to SA Krista. Agent was advised SA Krista was currently on lunch, left VM asking why no attempts had been made to duplicate the concern. Agent advised the customer CAC will continue to work with the dealer in ensuring all attempts are made to resolve the concern. Agent apologized the vehicle shut off while his wife was driving it prior to the service appointment.

Supervisor

Spoke with customer who stated he took his vehicle to DLR and they told him that all he needs is a radiator cap and an oil change. Writer called DLR and she stated that the customer needed a new idler sensor. Writer called another DLR in Madison and advised the customer that he has an appointment tuesday morning.

| Customer A | Customer Assistance Inquiry Record (CAIR)# 2515 | | | | | | 25152620 |
|-------------------|---|-------------------------------------|--|-----------------|----------|------------|----------|
| VIN | 3D4PG5FV3 | AT | Open Date 06/12/2014 Built Date 12/22/2009 | | | | |
| Model Year | 2010 | Body | JCDP49 | DODGE JOU | IRNEY SX | ГНАТСНВАС | (|
| In Service Dt | 12/23/2009 | Mileage | 91,000 | Dealer
Zone | 63 | DALLAS | |
| Plant | Т | TOLUCA ASS | SEMBLY | Market | U | us | |
| Color | PA4 | SILVER STEEL METALLIC CLEAR COAT | | | | | |
| Engine | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 45048 | PORT LAVA | CA DODGE-CH | IRY-JEEP INC | , | | |
| Dealer
Address | 900 S US HIG | GHWAY 35 BY | /P | | | | |
| Dealer City | PORT LAVA | CA | | Dealer
State | TX | Dealer Zip | 77979 |
| Owner | Contact
Type | | | | | | |
| Address | | Home
Phone | | | | | |
| | KARNES CITY TX Country UNITED STATES | | | | | | |

| Product - Electrical - Ignition System - Defective - Default | Customer called stating ignition switch turned off |
|--|--|
| Corporate - Recall - Default - Default | Customer thinks there is a recall on this issue |

Briefly summarize why the customer is contacting Chrysler: Customer called to see if there were any recalls on the vehicle.

Briefly summarize what the customer is expecting: Customer is hoping a recall will offset repair costs.

Customer states that the ignition switch turned off by itself and saw on line that there was a recall on this issue.

Agent advised customer that there was a recall called the win modular.

Agent advised that if this is the exact same issue using the exact same parts the dealership could re-do the recall.

Agent advised customer that it would need to be taken to a Chrysler dealership for diagnosis.

Agent offered to locate / call a dealership in customer s area but customer states he already called

Atascosa Dodge

Agent added new owner information.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | | 25160387 | |
|--|------------|---------------------|------------------------------------|----------------|---------------|------------|----------|--|
| VIN | 3D4PG5FV8 | AT | Open Date | 06/16/2014 | Built
Date | 11/23/2009 | | |
| Model Year | 2010 | Body | JCDP49 | DODGE JOL | | | | |
| In Service Dt | 11/24/2009 | Mileage | 59,841 | Dealer
Zone | | | | |
| Plant | Т | TOLUCA ASS
PLANT | SEMBLY | Market | U | us | | |
| Color | PBS | DEEP WATER | DEEP WATER BLUE PEARL COAT | | | | | |
| Engine | EGF | 3.5L V6 HIGH | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62TE | TRANSMISS | ION | | | |

| Owner | | Contact
Type | E-MAIL |
|---------|----------------|-----------------|------------------|
| Address | | Home Phone | |
| | ROCK ISLAND IL | Country | UNITED
STATES |

| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | problem not resolved |
|---|----------------------|
| Corporate - Recall - Default - Default | recall inquiry |
| Product - Engine - Unknown - Other - Default | vehicle shuts off |

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

2010 Journey ignition problems

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

We have owned our Journey for almost 3 years and it s been a great car. But recently, the car will simply shut off while we are driving. I found on the internet that in 2011 the NHTSA issued a recall for this issue - a recall I didn t receive notice of. When I took our car to the dealership, they said there was no recall, and furthermore, they couldn t recreate the problem, so couldn t fix it. I called another dealership and was also told there is no recall. In the meantime, the car continues to turn off while it is being driven - a very, VERY unsafe situation. Out of frustration, I have made an appointment to take the Journey to the mechanic that services our other cars. Hopefully, they will be able to fix the problem. But I feel very ill-served by the dealership who couldn t find a recall or solve my issue. Any advice you can give would be very much appreciated. Thank you.

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

Updated ownership information in COIN.

Dear

Thank you for contacting the Dodge Customer Assistance Center regarding your 2010 Dodge Journey.

We apologize that you are having issues with your vehicle shutting off. A review of our records indicates that your vehicle does not currently require service for any recall campaigns for the ignition system. Recalls are determined by the build dates of the vehicle. NHTSA notifications are not VIN-specific and therefore may seem to include a large segment of vehicles. Most recalls are for a small window of manufacture (perhaps only two hours of manufacture) or for other very narrow reasons. Unfortunately, we are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis. Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.

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

| Customer Assistance Inquiry Record (CAIR)# 25172987 | | | | | | | |
|---|------------------------|------------------------------------|-------------------------------------|-----------------|---------------|---------------|------------------|
| VIN | 3D4PG5FV4 | AT | Open Date | 06/16/2014 | Built
Date | 01/15/2010 | |
| Model Year | 2010 | Body | JCDP49 | DODGE JOU | IRNEY SX | Г НАТСНВАСЬ | (|
| In Service Dt | 01/15/2010 | Mileage | 87,000 | Dealer
Zone | 63 | DALLAS | |
| Plant | Т | TOLUCA ASS
PLANT | SEMBLY US US | | | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | EGF | 3.5L V6 HIGH | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AU | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | |
| Dealer | 43378 | SALSBURY'S | DODGE CITY | LLC | | | |
| Dealer
Address | 9550 AIRLIN | E HIGHWAY | | | | | |
| Dealer City | BATON ROU | GE | | Dealer
State | LA | Dealer Zip | 70815 |
| Owner | Contact Type TELEPHONE | | | | | | |
| Address | | | | | | Home
Phone | |
| | BATON ROUGE LA | | | | | Country | UNITED
STATES |

Product - Electrical - Ignition System - Defective - Default key slips out of position while in ignition

Briefly summarize why the customer is contacting Chrysler: Customer stated she is having a repeat problem with vehicle where key slips out of position while in the ignition and vehicle shuts off. Customer stated she went to dealership and was told she needed a new key so she purchased one. Customer stated no one would listen to her when she suggested it might be the WIN module and tried to explain that she had the same problem before. Customer stated after getting a new key the vehicle still had the same problem. Writer noted vehicle had recall done in 2012 for WIN module. Writer called dealership, spoke to SM Shelby, explained customer s concerns, and asked if he might consider cost assistance. SM Shelby stated he was not willing to do that but would try to look after customer effectively. Writer advised customer to take vehicle for diagnosis and call us. Writer advised we would assign a case manager if it was a repeat issue. Customer stated she could leave vehicle at dealership for a couple of days if necessary. Writer then talked to SA Frank and did warm transfer so customer could make appointment. Briefly summarize what the customer is expecting: Customer wanted ignition problem resolved.

Customer is calling in and said that she dropped off her vehicle at the DLR and said that the contact is

Assistant SM Frank.

Agent called the DLR and spoke to Frank and he said that the vehicle has not been diagnosed yet and may be diagnosed this afternoon and he said he had the customer s phone number.

Assistant SM Frank said that the mileage on he vehicle is 87,269 miles. Agent asked when the customer was last in for this concern and he said that she had some keys replaced in March 2014.

Agent asked if this had anything to do with the previous recall and he was not sure.

L25 WIN MODULE DETENT RING SAFETY 06/16/2011 06/25/2012 COMPLETE

Customer said someone advised her about getting a CM.
Agent advised the caller that the basic Warranty has expired and she does have a SC.

Agent advised that Frank said the mileage is 87,269 miles.

Agent gave the caller the SC number and asked if she wanted to speak to someone in SC to see if her SC would cover the Ignition. Caller declined at this time.

| Customer A | Assistance | Inquiry Re | ecord (CAI | R)# | | | 25173130 | |
|-------------------|-------------------|---------------------|----------------------------|-----------------|---------------|------------------|----------|--|
| VIN | 2D4RN5DX7 | AR | Open Date | 06/16/2014 | Built
Date | 09/24/2009 | | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRA | AND CARA | AVAN SXT WA | AGON | |
| In Service Dt | 11/30/2009 | Mileage | 62,000 | Dealer
Zone | 51 | CHICAGO | | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY PLANT UUS | | | | | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | | |
| Engine | EGQ | 4.0L V6 SOH | 4.0L V6 SOHC ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AU | TOMATIC 62TI | E TRANSMISS | ION | | | |
| Dealer | 42824 | ROYAL GATE | DODGE CHR | YSLER, INC. | | | | |
| Dealer
Address | 15502 MANC | HESTER RD | | | | | | |
| Dealer City | ELLISVILLE | | | Dealer
State | МО | Dealer Zip | 63011 | |
| Owner | Contact
Type | | | | | | | |
| Address | | | | | | Home
Phone | | |
| | GROVER MO Country | | | | | UNITED
STATES | | |

| Product - Air Conditioning / Heater - Hoses/Fittings/Water Valve - Other - Default | Y hose fitting leaking |
|--|------------------------|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer calling because he is having issues with his fittings on the y-tube in the A/C and is unhappy at the price of the part. Customer is also having issues with his ignition slipping out of run so the vehicle shuts off and the customer states he had it looked at and told by the dlr to get a new battery.

Briefly summarize what the customer is expecting: Customer is expecting to have his concerns documented.

Agent advised: Agent informed customer that his concerns would be documented and that if there is a recall that come out for the issue with the hoses than he would be notifed. Agent contacted dlr 42824 and spoke to Chris in service and he said that the customer has never had any of these issues diagnosed. Agent advised customer to work with the dlr but he said he did not have time to and call was disconnected. Customer also stated he is going to contact the better business bureau. Reassigned for survey by-pass.

| Customer Assistance Inquiry Record (CAIR)# 251795 | | | | | | 25179523 | |
|---|------------|---------------------------|-----------------------|----------------|----------------------|------------|--|
| VIN | 2D4RN4DE4 | AR | Open Date | 06/20/2014 | Built
Date | 02/17/2010 | |
| Model Year | 2010 | Body | RTKH53 | DODGE GRA | AND CARAVAN SE WAGON | | |
| In Service Dt | 06/25/2010 | Mileage | 53,787 | Dealer
Zone | | | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | us | |
| Color | PWL | WHITE GOLD | WHITE GOLD CLEAR COAT | | | | |
| Engine | EGV | 3.3L V6 OHV I | 3.3L V6 OHV ENGINE | | | | |
| Transmission | DFF | 4-SPEED AUT | OMATIC VLP T | RANSMISSIC | N | | |

| Owner | | Contact
Type | E-MAIL |
|---------|-------------|-----------------|------------------|
| Address | | Home
Phone | |
| | CARLISLE PA | Country | UNITED
STATES |

| Product - Electrical - Ignition System - Defective - Default | 1 |
|---|---|
| Product - Flactrical - Idnition System - Detective - Detaillt | |
| Toddol - Liceliodi - Idillion Oysicii - Delective - Deladit | |
| | |

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

Ignition switch

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

I would like to report that while driving my 2010 Dodge Grand Caravan the ignition switch shut off much like the GM switch problem. Fortunately I was in an area where I could drift off the main roadway and restart the vehicle. This is the only incident I ve had. I have only owned the car for a little over six months.

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

Dear :

Thank you for contacting the Dodge Customer Assistance Center.

We are very sorry to learn of the problem you have encountered and have documented your concern.

We suggest taking your vehicle to the dealership for a diagnosis. Unfortunately your basic warranty has expired as it is good for 3 years or 36,000 miles, which ever comes first.

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,

Jason

Customer Service Representative Dodge Customer Assistance Center *****END OF CAC EMAIL*****

| Customer Assistance Inquiry Record (CAIR)# 25183244 | | | | | | | |
|---|------------------------|-----------------------------|------------------------|----------------|---------------|------------|------------------|
| VIN | 2A4RR5D15 | AR | Open Date | 06/18/2014 | Built
Date | 03/12/2010 | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & C | COUNTRY TO | URING WAGON |
| In Service Dt | 03/15/2010 | Mileage | 99,019 | Dealer
Zone | 66 | ORLANDO | |
| Plant | R | WINDSOR ASSEMBLY PLANT U US | | | | | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | |
| Engine | EGL | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | TOMATIC 62TE | TRANSMISS | ION | | |
| Dealer | 44058 | B DODGELAND OF COLUMBIA | | | | | |
| Dealer
Address | 190 GREYST | TONE BLVD | | | | | |
| Dealer City | COLUMBIA | COLUMBIA Dealer SC | | | sc | Dealer Zip | 29210 |
| Owner | Contact Type TELEPHONE | | | | | | |
| Address | Phone Phone | | | | | | |
| | CHAPIN SC | CHAPIN SC C | | | | | UNITED
STATES |

| | 1 |
|--|---------------------------------|
| Product - Electrical - Unknown - Other - Default | vehicle shuts off while driving |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to complain about vehicle problems.

Briefly summarize what the customer is expecting: Customer is expecting vehicle problems to be fixed. Customer states that his problems have been sent to STAR and no diagnosis or repair has been determined.

Customer states that the vehicle keeps shutting down. Customer states that if he is on the highway and hits a bump, the vehicle will shut off.

Customer states that he will have to turn off the ignition, disconnect the battery to reset the computer system before it will run properly.

Agent contacted SA Charles at DLR 44058, contact # 803-256-3634. SA Charles was unable to provide any further information. SA Charles stated that the issue was sent up to STAR for technical assistance, but they were unable to resolve the issue and haven t seen the vehicle since March, 2014.

Customer states that this is an unsafe vehicle and he doesn t know what to do. Customer states that he would like to get out of the vehicle or get his money back. Agent advised customer to work with the DLR and if he wasn t feeling safe to perhaps consider trading it for another vehicle. Customer was reluctant because he said he would lose too much money on a trade. Agent advised customer that unless the DLR sees the vehicle and is able to diagnose the issue, a repair will not be able to be made and if he is feeling unsafe, that a trade may be worth considering.

| Customer Assistance Inquiry Record (CAIR)# 25189365 | | | | | | | |
|---|------------|---|--------------------------------|----------------|---------------|----------------------|--|
| VIN | 2A4RR5DX9 | AR | Open Date | 06/19/2014 | Built
Date | 09/23/2009 | |
| Model Year | 2010 | Body RTYP53 CHRYSLER TOWN & COUNTRY TOURING WAGON | | | | OUNTRY TOURING WAGON | |
| In Service Dt | 11/10/2009 | Mileage | 72,000 | Dealer
Zone | 42 | DETROIT | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | US | |
| Color | PRH | INFERNO REI | INFERNO RED CRYSTAL PEARL COAT | | | | |
| Engine | EGQ | 4.0L V6 SOHO | 4.0L V6 SOHC ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISSI | ON | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|--------------|-----------------|------------------|
| Address | | Home
Phone | |
| | LA GRANGE KY | Country | UNITED
STATES |

| Corporate - Survey By-Pass - No Diagnosis - Default - Default | No Diagnosis related to #L25. |
|--|-------------------------------|
| Product - Electrical - Ignition System - Intermittent or Inoperative - Default | Vehicle randomly shuts off |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding an issue with her vehicle. Customer states her vehicle randomly shuts off when she is driving from time to time. Customer states she has brought it to a dealer in Indiana 3 times and they cannot duplicate the issue. Customer heard online that there is a recall for the issue.

Briefly summarize what the customer is expecting: Customer is seeking recall information.

Agent advised customer of recall #L25, which is similar to what the customer is currently experiencing on their vehicle. Agent recommended that the customer is to schedule an appointment with their dealer for resolution on the issue. Agent advised customer if they cannot duplicate the issue the customer should call us back and we will address any more concerns further, advised customer customer to make sure the vehicle remains at the dealer during the callback. Agent was transferring customer to Oxmoor CDJR to schedule an appointment but disconnected before the transfer could be made through.

Assigned to JR1305 for Survey By-Pass.

| Customer Assistance Inquiry Record (CAIR)# 25203251 | | | | | | | |
|---|------------|---|------------------------|----------------|---------------|-----------------------|--|
| VIN | 2A4RR6DXX | AR | Open Date | 06/23/2014 | Built
Date | 10/15/2009 | |
| Model Year | 2010 | Body RTYS53 CHRYSLER TOWN & COUNTRY LIMITED WAGON | | | | COUNTRY LIMITED WAGON | |
| In Service Dt | 12/15/2009 | Mileage | 55,000 | Dealer
Zone | 63 | DALLAS | |
| Plant | R | WINDSOR ASSEMBLY
PLANT | | Market | U | US | |
| Color | PW1 | STONE WHIT | STONE WHITE CLEAR COAT | | | | |
| Engine | EGQ | 4.0L V6 SOHO | 4.0L V6 SOHC ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AUT | OMATIC 62TE | TRANSMISSI | ON | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|------------|-----------------|------------------|
| Address | | Home
Phone | |
| | NEWBERN TN | Country | UNITED
STATES |

| Corporate - Recall - Default - Default | Customer seeking recall information |
|---|--|
| Product - Electrical - Ignition System - Other - Default | Customer states ignition switch is loose |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

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

Customer has had a concern in which she has hit her ignition switch and the vehicle turned off while the vehicle was in operation. Customer is calling as the customer would like to know if there are any open recalls in regards to this concern associated to her vehicle. Agent informed the customer that agent was unable to find any open recalls or Extended warranties in relation to her concern at this time. Agent offered to contact DLR and get the customer connected to DLR to set up appointment for diagnosis Customer declined Reassigned to Km788 Survey bypass No Diagnosis

| Customer A | Customer Assistance Inquiry Record (CAIR)# | | | | | | 25211146 |
|-------------------|--|-------------------------------------|-----------------------|-----------------|---------------|------------------|-------------|
| VIN | 2A4RR5DX9 | AR | Open Date | 06/24/2014 | Built
Date | 03/27/2010 | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & 0 | COUNTRY TO | URING WAGON |
| In Service Dt | 04/30/2010 | Mileage | 66,000 | Dealer
Zone | 42 | DETROIT | |
| Plant | R | WINDSOR ASSEMBLY PLANT Market U | | | US | | |
| Color | PBV | BLACKBERR | BLACKBERRY PEARL COAT | | | | |
| Engine | EGQ | 4.0L V6 SOH | 4.0L V6 SOHC ENGINE | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 44254 | BOB CALDW | ELL CHRYSLE | R JEEP DODO | ЭE | | |
| Dealer
Address | 1888 MORSE | RD | | | | | |
| Dealer City | COLUMBUS | | | Dealer
State | ОН | Dealer Zip | 43229 |
| Owner | Contact Type TELEPHONE | | | | | | |
| Address | | | | | | Home
Phone | |
| | COLUMBUS OH | | | | Country | UNITED
STATES | |

| Corporate - NHTSA - Inquiry - Default - Default | ignition switch and stalling investigation letter |
|--|---|
| Recall - L25: WIN MODULE DETENT RING - Information Request | possible repeat recall |

Briefly summarize why the customer is contacting Chrysler: Customer, mother of owner, is calling because the DLR informed her she needed to pay to have the vehicle diagnosed for a stalling issue while driving. Customer states it is a recall and she should not have to pay. Briefly summarize what the customer is expecting: Customer is expecting to not have to pay for the issues with the vehicle.

Agent notes completed recall L25 on 02/16/2012. Agent advised customer of this. Customer states that they did not own the vehicle in 2012, but the recall was not completed. Agent advised the recall was completed, but if customer paid for a diagnosis and it was found that it was the exact same issue then customer could call back and we could look into seeing if we could assist with the concern. Customer was not happy about that and mentioned a letter she received. Agent inquired if that letter was from NHTSA. Customer states she believes so, but they lost the letter so they are unsure. Customer inquired about NHTSA contact number. Customer states she will call back into looking further into the situation.

Customer called in for information on the L25 recall and warranty information.

Customer states she just purchased this vehicle.

Writer advised customer that the basic warranty has expired and the only way that they could cover a repair under the L25 would be to diagnose a repeat issue.

Writer provided customer with the remaining warranty on the vehicle. Customer called again and stated vehicle still has stalling problem. Writer advised that vehicle could be taken to dealership but customer would have to agree to pay diagnosis. Writer advised if problem turned out to be related to recall we would discuss situation with service manager if necessary. Writer emphasized problem would have to be exactly same as recall in order to discuss cost assistance.

| Customer Assistance Inquiry Record (CAIR)# | | | | | 25215324 | | |
|--|------------|-----------------------------------|------------------------------------|---------------------------------------|---------------|------------|--|
| VIN | 2A4RR5D12 | AR | Open Date | 06/24/2014 | Built
Date | 02/26/2010 | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING WAGON | | | |
| In Service Dt | 02/26/2010 | Mileage | 77,000 | Dealer 63 DALLAS | | DALLAS | |
| Plant | R | WINDSOR AS
PLANT | SEMBLY | Market | U | US | |
| Color | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| Engine | EGL | 3.8L V6 OHV ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | -SPEED AUTOMATIC 62TE TRANSMISSION | | | | |

| Owner | | Contact
Type | TELEPHONE |
|---------|---------------|-----------------|------------------|
| Address | | Home
Phone | |
| | PINE BLUFF AR | Country | UNITED
STATES |

| Product - Electrical - Ignition System - Intermittent or | Customer states his vehicle will shut off while |
|--|---|
| Inoperative - Default | driving. |

Briefly summarize why the customer is contacting Chrysler: Customer calling in because he is having an issue with his vehicle. Customer states that when he is driving sometimes the vehicle will just shut off and wont turn back on while they are driving. Customer states that the dealership stated it was the WIN module of the vehicle so they replaced the ring and now they are stating they have to replace the whole ignition switch.

Briefly summarize what the customer is expecting: Customer expecting to find out if there is a recall for this issue.

Agent advised customer that there was a recall for the ring in the WIN module but that s the only recall on this vehicle. Agent advised customer that if it ever became a recall we would send him a letter in the mail.

| Customer A | Customer Assistance Inquiry Record (CAIR)# | | | | | | 25229032 |
|-------------------|--|------------------------------------|--------------------|-----------------|---------------|------------|------------------|
| VIN | 2D4RN4DE1 | AR | Open Date | 06/27/2014 | Built
Date | 04/14/2010 | |
| Model Year | 2010 | Body | RTKH53 | DODGE GRA | AND CARA | VAN SE WAG | ON |
| In Service Dt | 05/15/2010 | Mileage | 79,611 | Dealer
Zone | 63 | DALLAS | |
| Plant | R | WINDSOR AS
PLANT | Market | U | US | | |
| Color | PW1 | STONE WHITE CLEAR COAT | | | | | |
| Engine | EGV | 3.3L V6 OHV | 3.3L V6 OHV ENGINE | | | | |
| Transmission | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |
| Dealer | 60280 | BENNY BOYE | BASTROP CH | HRYSLER- | DODGE- | JEEP | |
| Dealer
Address | 3400 HIGHW | AY 71 EAST | | | | | |
| Dealer City | BASTROP | | | Dealer
State | TX | Dealer Zip | 78602 |
| Owner | Contact
 Type | | | | | | |
| Address | N/A Home | | | Home
Phone | | | |
| | N/A NA 0000 | 000000 | | | | Country | UNITED
STATES |

Corporate - Chat - Information - Default - Default

Incident Case ID: 140626-000233

Email Address:

VIN : AR AGENT: Hi, my name is Kiranjeet with Chrysler Customer Care, How may I help you today?

I see that I have not received a response, How may I help you today? CUST:I am concerned for my safety. My ignition switch seems to be randomly rotating to the accessory mode. It has done this a few times. Now the car battery is dead although I have a new battery and it has been found tohave no electrical short. I called Mac Hiak Dodge and the service manager said there is no recall. I see it is under investigation by the FEDS.

AGENT: I would be happy to look into this for you. I am sorry you are experiencing this issue with your ignition. Could you verify the address that we would have on file for you? This is just for security purposes.

CUST: Georgetown, TX

AGENT: Thank you for verifying that information. How many miles do you currently have on the vehicle?

CUST:105,000 so it is out of warranty!

AGENT:Okay. Have you taken the vehicle to the dealership or were you just looking to find out if it was a recall?

CUST: I haven t taken it to the dealership. They were going to charge me a \$100. diagnostics fee.

AGENT: There is no recall for the ignition on the vehicle at this point. Chrysler Group is awaiting additional information from the National Highway Traffic Safety Administration. The Company has begun its own investigation andis prepared to cooperate fully with the agency but a recall has not been launched at this point. If your vehicle is affected by the recall in the future you will receive a notice in the mail.

CUST: Is there anything that you can do for me at this time?

AGENT:Since you are experiencing the issue I could not provide technical advice because I am not mechanically trained. The dealership could provide technical help. If you do require a repair, I would suggest you hold on to thereceipt and repair order and if a recall is ever issued you could submit for possible reimbursement.

CUST: Even if the repair is not done by the dealership?

Also how long will the investigation take? When can I expect a decision?

AGENT:If you do go to an independent mechanic you would need to keep those receipts as well. They can be reviewed for possible reimbursement if the recall is issued ont he vehicle.

Unfortunately, I do not have an estimated timeline for the potential recall.

CUST:I hope I don t end up in an accident in the meantime!
AGENT:I really do apologize for the inconvenience Mrs. Montgomery, since you are experiencing the concern you should have it looked at by someone who is mechanically trained that could repair it if necessary.
Is there anything else I could address for you today?
CUST:no thank you

AGENT: You are welcome. Thank you for contacting Chrysler Customer Assistance. Have a great day!

| Customer Assistance Inquiry Record (CAIR)# | | | | | | | 25241986 |
|--|-----------------|-------------------------------------|------------|-----------------|---------------|------------------|----------|
| VIN | 2D4RN5DX3 | AR | Open Date | 06/30/2014 | Built
Date | 12/01/2009 | |
| Model Year | 2010 | Body | RTKP53 | DODGE GRA | AND CARA | AVAN SXT WA | .GON |
| In Service Dt | 01/06/2010 | Mileage | 86,742 | Dealer
Zone | 66 | ORLANDO | |
| Plant | R | WINDSOR ASSEMBLY PLANT Market U | | | US | | |
| Color | PRH | NFERNO RED CRYSTAL PEARL COAT | | | | | |
| Engine | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |
| Dealer | 65315 | STANFORD I | MOTORS INC | | | | |
| Dealer
Address | HIGHWAY 18 | 3 WEST | | | | | |
| Dealer City | VERNON | | | Dealer
State | AL | Dealer Zip | 35592 |
| Owner | Contact
Type | | | | | | |
| Address | | | | | | Home
Phone | |
| | WINFIELD AL | | | | Country | UNITED
STATES | |

| Corporate - NHTSA - Inquiry - Default - Default | Customer vehicle stalled and stopped while driving. |
|---|---|
| Product - Drivability - Unknown - Stalling - Default | Customer vehicle stalled and stopped while driving. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | possible repeat recall |

Briefly summarize why the customer is contacting Chrysler: Customer s Grandfather was driving when the vehicle stalled. Customer researched online 2010 Dodge Grand Caravan recalls and then called CAC. Customer is inquiring about WIN recall and the next steps are.

Briefly summarize what the customer is expecting: Agent advised customer that recall L25 WIN (wireless ignition node) was completed. Agent advised customer since problem was duplication. Agent called DLR 65315 unable to get through. Agent gave customer DLR 65315 telephone number (205) 695 9142 and ask for Reggie in Service, to schedule inspection appointment to handle that recall.

customer called and wanted to get the vehicle in for the recall on the vehicle that is going out again because they vehicle had stalled out on the customer.

agent advised that agent contacted the dlr and told him that he needs to do the recall again on the vehicle because if its due to a recall that is going out and having the vehicle stall in the middle of the road we need to complete the recall.

Agent advised the customer to call the dlr and make an appointment and ge the vehicle in the dlr for more help.

Customer called and wanted to understand why he would have to pay for the diagnosis if it is a recall. Agent explained that he would have to pay for the diagnosis as we have to have this done first to confirm that it is the recall that needs to be done and if it is another issue he would be responsible for this. Customer understood now.

| Customer A | Customer Assistance Inquiry Record (CAIR)# | | | | | | 25243916 |
|-------------------|--|----------------------------|------------------------------|-----------------|------------------|------------|-------------|
| VIN | 2A4RR5DXX | AR | Open Date | 06/30/2014 | Built
Date | 05/15/2010 | |
| Model Year | 2010 | Body | RTYP53 | CHRYSLER | TOWN & 0 | COUNTRY TO | URING WAGON |
| In Service Dt | 05/17/2010 | Mileage | 77,000 | Dealer
Zone | 66 | ORLANDO | |
| Plant | R | WINDSOR AS
PLANT | WINDSOR ASSEMBLY Market U US | | | US | |
| Color | PBG | CLEARWATER BLUE PEARL COAT | | | | | |
| Engine | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| Transmission | DG2 | 6-SPEED AUT | TOMATIC 62TE | TRANSMISS | ION | | |
| Dealer | 67501 | DEACON JON | IES CHRY-DOI | DGE | | | |
| Dealer
Address | 1115 N BRIG | HT LEAF BLV |) | | | | |
| Dealer City | SMITHFIELD | | | Dealer
State | NC | Dealer Zip | 27577 |
| Owner | Contact
Type | | | | | | |
| Address | Home
Phone | | | | | | |
| | WENDELL NC | | | | UNITED
STATES | | |

| Recall - L25: WIN MODULE DETENT RING - Information Request | WIN MODULE DETENT RING |
|---|------------------------|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Customer states that he is having the issue with his keys and the WIN module. Customer states that ignition goes from the on to the acc position and stalls out the vehicle. Customer states that he took the vehicle into Leith dealership. Dealership states that the recall was completed and customer feels that they would not cover the cost of repair even if it was the same issue as the recall. Customer states that he is going to take the vehicle into Deacon Jones on Wednesday for a diagnostic. Writer advised that if repairs fall under the parameters of the L25 repair may be covered under recall. Writer provided customer with CAIR number if further assistance is required after diagnostic is completed to verify repairs needed.

Writer notes that no parts were installed when recall was completed in 08/02/ 2011.

ATTEN: BC373 Please add survey bypass no diagnostic completed. Renee from DLR #67501 called. As Renee was going to ask a question her technician answered it for her. Renee stated the recall L25 repair had never been previously repaired. Vehicle now needs the detent ring replaced re: L25.

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Customer Complaints
22462536

| RECEIVED DATE: |
|--|
| 7/24/12 |
| POSTED DATE: 7-19-12 |
| VIN (FIRST 9 DIGITS) 2D4RN4DE9 |
| VIN (LAST 8 DIGITS) |
| FIRST NAME: LAST NAME: |
| CAIR: 000000000000000000000000000000000000 |
| NON – SCANABLE ITEMS : CIRCLE ONE NO YES |
| |

2008 – 2010 CHRYSLER TOWN & COUNTRY AND GRAND CARAVAN FRONT WHEEL BEARING EXTENDED WARRANTY CUSTOMER REIMBURSEMENT CLAIM FORM

| | Date Claim Submitted: 7/19/12 | | | | |
|---|--|--|--|--|--|
| | 17- Digit Vehicle Identification Number (VIN): 2D4RN4DE9AR | | | | |
| | Mileage at Time of Repair: 24965 Date of Repair: 50912 | | | | |
| | Customer First & Last Name (please p | | | | |
| | Street Address or PO Box Number: | | | | |
| | City: M State: NJ Zip Code: | | | | |
| | Daytime Teiephone Number (include Area Code) | | | | |
| | Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: S | | | | |
| | Amount of Reimbursement Requested: \$ \(\delta \frac{30.00}{20.00} \) | | | | |
| | The following documentation must accompany this claim form. | | | | |
| | Original or clear copy of all receipts, invoices, and repair orders that show: | | | | |
| | The name and address of the person who paid for the repair. | | | | |
| The Vehicle Identification Number (VIN) of the vehicle that was repaired. | | | | | |
| | What repair was completed, when it was done, and who did it. The total cost of the repair expense and the date of payment. (Copy of the front and | | | | |
| | back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.) | | | | |
| | My signature to this document attests that all attached documents are genuine and I request | | | | |
| | reimbursement for the expen | | | | |
| | Customer Signature: | | | | |
| | The two methods for submission | | | | |
| | please mail this claim form and the required documents to: | | | | |

Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills, MI 48321-8007

If you have a scanner and desire <u>electronic document submission</u>, please go to <u>www.chrysler.com/chryslercares</u> and complete the webform. Indicate in the narrative "X35 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Chrysler Customer Care at 1-800-247-9753 or Dodge Customer Care at 1-800-423-6343.

Customer:

Address:

2D4RN4DE9AR

City, State: Day Phone:

Night Phone:

Fax:

Estimate Ref: 1815 Date: May 29, 2012 Time: 11:58 AM

Service Writer: Service Tech:

AAA AAA

VID:

2010 CARAVAN SE 3.3

Milcage:

24965

| Description | Labor Rate | Qty | Price/Time | Extended |
|---|------------------|----------------------------|---------------------------------------|-------------------|
| Oil & Filter Change Includes 5 qts. Oil & 15 Point Inspection | | 1 | 35.00 | 35.00 |
| Tire Rotation | | 1 | 0.00 | 0.00 |
| FRT BRAKE PADS | | 1 | 84.98 | 84.98 |
| RIGHT FRT ROTOR | | 1 | 32.84 | 32.84 |
| REPLACE FRT BRAKE PADS AND RIGHT FRT. ROTOR
CLEAN AND LUBE CALIPER SLIDES INSPECT REAR
BRAKES | Labor 79.00 / hr | 1 | 1.10 | 86.90 |
| ! · · · · · · · · · · · · · · | | Labor Total
Parts Total | - | - 86.90
152.82 |
| , | | Sub-Total | | 239.72 |
| | | Labor Tax | 7.0% | 6.08 |
| | | Parts Tax | 7.0% | 10.70 |
| | | Service Tax | 1.5% | 3.60 |
| | | Tax Total | · · · · · · · · · · · · · · · · · · · | 20.38 |
| | | Total | <u> </u> | \$ 260.10 |

No warranties expressed or applied. Not responsible for loss or damage to vechicles or articles left in cars in case of fire, theft or any other cause beyond our control. All unpaid charges subject to 3% Finance Charge after 10 days. Returned check fee of \$55.00.

Signature

pail Ach

Date

Bank of America | Online Banking | Accounts | Account Details | Account... https://safe.bankofamerica.com/myaccounts/details/deposit/previous-pa...

Bank of America 🧼

Online Banking

MyAccess Checking - 1850 Transaction Details

Check number:

00000001661

Posting date:

06/01/2012

Amount:

-260.00

Type:

Check

Check

Description:

1/20/1

PAY TO THE

(#)ca .

BANK OF AMERICA

BREDGETON, NJ 08302

TON.

Chrysler Custones Assistan Clis
POBOX 21-800 TO ESONO
Auburn H:1/3, MT 4832/10800)

haliandadadadadadadadadadadada

2008 – 2010 CHRYSLER TOWN & COUNTRY AND GRAND CARAVAN FRONT WHEEL BEARING EXTENDED WARRANTY CUSTOMER REIMBURSEMENT CLAIM FORM

| Date Claim Submitted: 7/19/12 | | | | | |
|--|--|--|--|--|--|
| 17- Digit Vehicle Identification Number (VIN): 2D4RN4DE9AR | | | | | |
| Mileage at Time of Repair: 24965 Date of Repair: 5091.2 | | | | | |
| Customer First & Last Name (please pr | | | | | |
| Street Address or PO Box Number: | | | | | |
| City: AM State: NJ Zip Code: | | | | | |
| Daytime Telephone Number (include Area Code): | | | | | |
| Evening Telephone Number (include Area Code): | | | | | |
| Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$ \(\frac{5 \infty}{30.00} \) | | | | | |
| The following documentation must accompany this claim form. | | | | | |
| Original or clear copy of all receipts, invoices, and repair orders that show: | | | | | |
| The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What repair was completed, when it was done, and who did it. The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.) | | | | | |
| My signature to this document attests that all attached documents are genuine and I request reimbursement for the exper | | | | | |
| The two methods for submission are by postal mail or electronically. For postal submission | | | | | |

Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills, MI 48321-8007

If you have a scanner and desire <u>electronic document submission</u>, please go to <u>www.chrysler.com/chryslercares</u> and complete the webform. <u>Indicate in the narrative "X35 Repair Reimbursement – Request for Electronic Document Submission Link"</u>. <u>Instructions will be sent to your email address to scan and submit your documents electronically.</u>

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Chrysler Customer Care at 1-800-247-9753 or Dodge Customer Care at 1-800-423-6343.

Customer:

Address:

2D4RN4DE9AR

City, State:

Day Phone:

Night Phone:

Fax:

Estimate Ref: 1815 Date: May 29, 2012 Time: 11:58 AM

Service Writer: Service Tech:

AAA AAA

VID:

2010 CARAVAN SE 3.3

Mileage:

24965

| Description | Labor Rate | Qty | Price/Time | Extended |
|---|------------------|-------------|------------|-----------|
| Oil & Filter Change Includes 5 qts. Oil & 15 Point Inspection | | 1 | 35.00 | 35.00 |
| Tire Rotation | | l | 0.00 | 0.00 |
| FRT BRAKE PADS | | 1 | 84.98 | 84.98 |
| RIGHT FRT ROTOR | | 1 | 32.84 | 32.84 |
| REPLACE FRT BRAKE PADS AND RIGHT FRT. ROTOR CLEAN AND LUBE CALIPER SLIDES INSPECT REAR BRAKES | Labor 79.00 / hr | 1 | 1.10 | 86.90 |
| | | Labor Total | | 86.90 |
| | | Parts Total | | 152.82 |
| | | Sub-Total | | 239.72 |
| | | Labor Tax | 7.0% | 6.08 |
| | | Parts Tax | 7.0% | 10.70 |
| | | Service Tax | 1.5% | 3.60 |
| | | Tax Total | | 20.38 |
| | | Total | | \$ 260.10 |

No warranties expressed or applied. Not responsible for loss or damage to vechicles or articles left in cars in case of fire, theft or any other cause beyond our control. All unpaid charges subject to 3% Finance Charge after 10 days. Returned check fee of \$55.00.

| Signature | 00.1 | : Dol | Date | |
|-----------|-------------|------------|------|--|
| | 1 V 1 1 2 1 | 2 1/1/12 W | | |

Online Banking

Bank of America 🐡

MyAccess Checking - 1850 Transaction Details

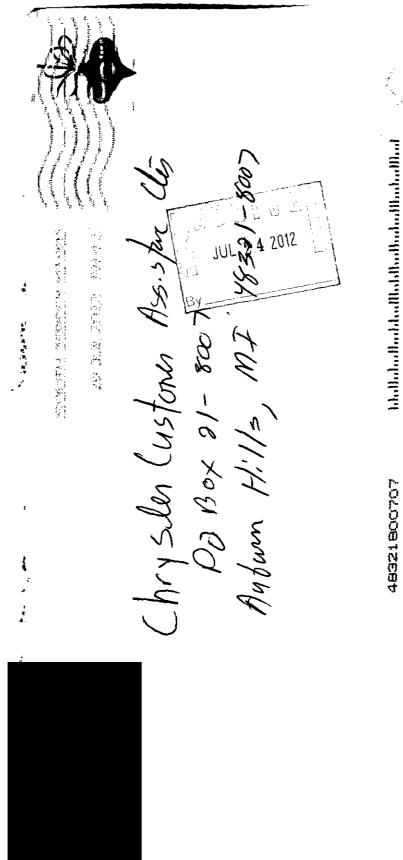
0000001661 **Check number:**

Posting date: 06/01/2012

> -260.00 **Amount:**

> > Type: Check

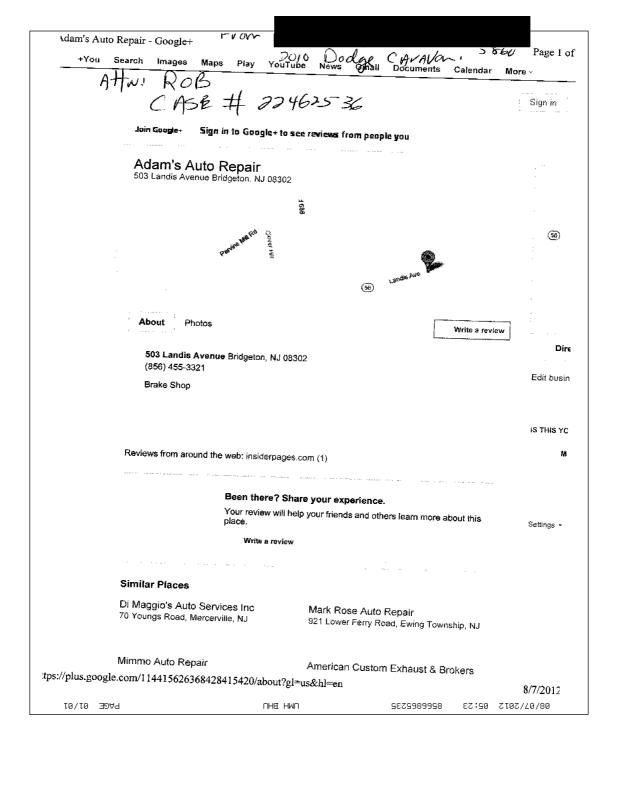
Description: Check



Document Recieved from Customer Cair Number: 22462536

Date Received: 2012-08-07 13:03:03.261804

Files Not Recieved: 0



Document Recieved from Customer Cair Number: 22462536

Date Received: 2012-08-23 16:52:55.758152

Files Not Recieved: 0



To: RoB at Chrysler Case # 22462536

Fron

ADAMS AUTO REPAIR 503 LANDIS AVE. BRIDGETON N.J. 856-455-3321

Case# 224 62536

Customer: 2
City, State: bay Phone:

2D4RN4DE9AF

2D4RN

light Phone: ax: Istimate Ref: 1815 Date: May 29, 2012 fime: 11:58 AM Service Writer: AAA Service Tech: AAA

VID: Mileage: 2010 CARAVAN SE 3.3

24965

| escription | Labor Rate | Qty | Price/Time | Extended |
|--|--------------------|----------------------------|----------------------|-----------------|
| Oil & Filter Change Includes 5 qts. Oil & 15 Point Inspection | | 1 | 35.00 | 35.00 |
| Fire Rotation | | 1 | 0.00
84.98 | 0.00
84.98 |
| FRT BRAKE PADS | | . 1 | 32.84 | 32.84 |
| RIGHT FRT ROTOR
REPLACE FRT BRAKE PADS AND RIGHT FRT. ROTOR
CLEAN AND LUBE CALIPER SLIDES INSPECT REAR | Labor 79.00 / hr | î | 1.10 | 86,90 |
| BRAKES | | | | |
| | villes
Vineste | Labor Total
Parts Total | | 86.90
152.82 |
| | | Sub-Total | | 239.72 |
| | | Labor Tax | - 0°. | 5 .98 |
| | WEST CONTRACTOR | Parts Tax | 7.0°• | 3,70 E 2,7 |
| | reservit ovid pijk | Service Tax | 1.5% | 3.5 |
| | | Tax Total | | 20.3 |
| | | Total | | \$ 260.1 |

No warranties expressed or applied. Not responsible for loss or damage to vechicles or articles left in cars in case of fire, theft or any other cause beyond our control. All unpaid charges subject to 3% Finance Charge after 10 days. Returned check fee of \$55.00.

FROM: JOHN J TALORICO SR

FAX NO. : 856 251-0835

Aug. 23 2012 03:10PM P1

ADAMS AUTO REPAIR 503 LANDIS AVE. BRIDGETON N.J. 856-455-3321

Casc# 22462536

2D4RN4DE9AR

Customer:
Address: 2D4R
City, State:
Day Phone:
Night Phone:
Fax:
Estimate Ref: 1815

Date: May 29, 2012 Time: 11:58 AM

Service Writer: Service Tech:

AAA AAA

VID: Mileage: 2010 CARAVAN SE 3.3

24965

| Qty | Price/Time | Extended |
|-----|------------|----------|
| 1 | 35.00 | 35.00 |
| 1 | 0.00 | 0.00 |
| 1 | 84.98 | 84.98 |
| 1 | 32.84 | 32.84 |
| 1 | 1.10 | 86.90 |
| | 1 | 1 1.10 |

BRAKES

| Labor Total
Parts Total | 86.90
152.82 |
|--|---------------------------------------|
| Sub-Total | 239.72 |
| Labor Tax 7.0% o
Parts Tax 7.0% o
Service Tax 1.5% | 6:0 3
13.77
3. 60 |
| Tax Total | 20.38 |
| Total | \$ 260.10 |

No warranties expressed or applied. Not responsible for loss or damage to vechicles or articles left in cars in case of fire, theft or any other cause beyond our control. All unpaid charges subject to 3% Finance Charge after 10 days. Returned check fee of \$55.00.

Signature

Date

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Customer Complaints
22789319

From:

To: customerassistre@chrysler.com Date: Thu Nov 08 20:11:42 EST 2012

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Fob recall car was fixed twice and still have the same issue Comments:

bought my car in Feb 2011 a month later it started to have problems with th=

engine shutting off. At the time no one knew what the problem was (

was no recall notice), after 4 months and two different dealerships I

finally able to get it "fixed" several months after it started doing

same thing. So I took the car into another dear ship and they "fixed" it.

Just Today as I was pulling out of a parking lot into a busy intersection

it shutoff once again. I have two small children and feel it is very dangerous to drive my car with my 4 yr old and 5 month old sons in

because I never know when it=92s going to shut off. I have been very proactive and patient with dealing with the whole issue. I feel that if I

take my car in for the 3rd time it still may not be fixed correctly. I love

my Dodge Journey but wish I never bought it, because it is unsafe for

and my family. What other options are you providing for your customers who

have had their car "fixed" and still having the same issues. I am able to

provide all documentation needed to prove what I stated above.

Sender Information:

Title: Mrs.

First Name: Middle Initial:

Last Name:

From: customerassistre@chrysler.com

To:

Date: Fri Nov 09 10:28:43 EST 2012

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Dodge Customer Assistance Center regarding your 2010 Journey.

We are sorry to learn of the (ENTER CONCERN HERE). 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.

We would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis be performed by any authorized (CDJR) Dealership to review the situation and a determination on the repair procedure be put in place. This will best allow us to review your request going forward. It is important to note we are not requesting you fully undergo the repairs at this time, we are only requesting a diagnosis be performed so we may better gather information related to your vehicles condition in order to better review your request.

We have updated your file to reflect the information provided in your email. Once you have had an opportunity to undergo a diagnosis through your authorized (CDJR) Dealership, please respond using the link provided below to advise us of this information. We will be more than happy to further review your request at that time.

Thanks again for your email.

Sincerely,

Maria

Customer Service Representative Dodge Customer Assistance Center

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

REFERENCE NUMBER: 22789319 EMAIL CASE NUMBER: 2764024

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7923214V74923L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Fob recall car was fixed twice and still have the same issue Comments:

bought my car in Feb 2011 a month later it started to have problems with the $\,$

engine shutting off. At the time no one knew what the problem was (there

was no recall notice), after 4 months and two different dealerships $\ensuremath{\text{I}}$ was

finally able to get it "fixed" several months after it started doing the

same thing. So I took the car into another dear ship and they

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have had their car "fixed" and still having the same issues. I am able to

provide all documentation needed to prove what I stated above.

VIN:

AT

Mileage:

55000

Servicing Dealer:

Title:

Mrs.

First Name:

Middle

Last Na

Address

Address

City:

Chalmette

State:

LA

Zip:

Email:

Home Ph

From:

To: customerassist@chrysler.com
Date: Fri Nov 09 11:47:28 EST 2012

Subject: Reply to Chrysler Group LLC (KMM7923214V74923L0KM)

Reply Comments:

The issues is that the error code never shows on a diagnosis test

From: customerassist@chrysler.com

To:

Date: Sun Nov 11 09:29:56 EST 2012

Subject: Re: Reply to Chrysler Group LLC (KMM7923214V74923L0KM)

Dear :

Thank you for contacting the Dodge Customer Assistance Center regarding your 2010 Journey.

Unfortunately we do require a diagnosis of the vehicle before we can escalate your case. Once the vehicle is at the dealer, contact us back and we will escalate the case for you. Our management team will then work with the dealer to resolve your issue.

Thanks again for your email.

Sincerely,

Maria

Customer Service Representative Dodge Customer Assistance Center

For any future communications related to this email, please refer to

the following information: REFERENCE NUMBER: 22789319 EMAIL CASE NUMBER: 2764024

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM7924305V44196L0KM&

Original Message Follows:

Comments:

The issues is that the error code never shows on a diagnosis test

From:

To: customerassist@chrysler.com Date: Fri Aug 09 17:25:24 EDT 2013

Subject: Reply to Chrysler Group LLC (KMM7923214V74923L0KM)

Reply Comments:

2nd email regarding RECALL Key Fob. I took the car into my nearest Dodge dealer.NEW Orleans,LA off 1-10 service rd. this past week and the service assistant manager William Kemp told me" there was never a recall on my vehicle" and b/c my key LOOKED beat up I needed to replace the key and pay 250.00. He was not interested in resolving the issues and basically told me I didn't know what I was talking about. The last time the Fob slipped was 7/28/13, I took it into the deal in New Orleans on 8/1/13. I have a copy of the invoice. I also emailed both the assistant manager and manager the info about the recall later that day on 8/1/13. They did not respond. I tried taking it to another dealer but they were 2-3 days behind. I am hoping that something can be done to help me with this issue and I would like it documented as a formal complaint the type of service I received at the dealership form William Kemp and that he did nothing and insisted I needed to pay more money. As well as the Manager that once he was emailed he did nothing. As you are aware this is a dangerous problem and very serious. I hope I will get a real responds this time and not a general (ENTER CONCERN HERE) response.

From: customerassist@chrysler.com

To:

Date: Sat Aug 10 12:19:30 EDT 2013

Subject: Re: Reply to Chrysler Group LLC (KMM7923214V74923L0KM)

Dear :

Thank you for contacting the Dodge Customer Assistance Center.

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

This referral action will provide the best opportunity for your request.

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

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

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

Thanks again for your email.

Sincerely,

Maria

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 22789319 EMAIL CASE NUMBER: 2764024

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8224470V51570L0KM& Original Message Follows:

Comments:

2nd email regarding RECALL Key Fob. I took the car into my nearest Dodge dealer.NEW Orleans,LA off 1-10 service rd. this past week and the service assistant manager William Kemp told me" there was never a recall on my vehicle" and b/c my key LOOKED beat up I needed to replace the key and pay 250.00. He was not interested in resolving the issues and basically told me I didn't know what I was talking about.The last time the Fob slipped was 7/28/13, I took it into the deal in New Orleans on 8/1/13. I have a copy of the invoice. I also emailed both the assistant manager and manager the info about the recall later that day on 8/1/13. They did not respond. I tried taking it to another dealer but they were 2-3 days behind. I am hoping that

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RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Customer Complaints
23150190

From: To: customerassist@chrysler.com Date: Wed Feb 27 19:33:09 EST 2013 Subject: Chrysler Group LLC Customer Assistance Form Selected: Category: US Customer Service Brief Description: 2010 Journey Brake/Rotor Issues ... AGAIN! Comments: Hello. I am writing to you as a very disappointed and angry customer. I lik= my car but I can no longer afford to repeatedly deal with the issues arise due to faulty or cheap parts. We have had rotors/brakes replaced twice since we purchased it less than three years ago, and most of miles are highway miles and we are not aggressive drivers/breakers. They that it

are AGAIN in need of being replaced. I am no interested in hearing

is how we drive, because we have a second car which is also a 2010

with 44k miles on it and we have replaced the brakes ONCE and NEVER

rotors. I am aware that the lawsuit was dismissed but the issues still

remain. I even tried to trade in our 2010 Journey for a 2012 or 2013 Journey to remain a customer with Dodge/Chrysler but of course because of

the crappy manufacturing and all the issues, you all devalue your own vehicle so much that I will go upside down more than \$10,000 on a fully

loaded SXT. So now I am stuck with a car that in less than three years

needed 3 rotor/brake replacements, the seat mechanisms are falling apart,

the radio randomly freezes and needs to have the fuse reset, the driver

window won=92t roll down or makes noises when it does, the car shakes almos= t

uncontrollably due to the rotor issues, the tires have had to be

twice which is ridiculous, the engine smells like there is a leak but service department never finds anything, the engine just randomly shuts off

while we are driving (yes we had the key thing replaced which just made it

stick and made it worse) and god knows what else is wrong that I can=

think of right now. We purchased this vehicle new and we are beyond disappointed of constantly having to spend money to get things fixed which

were not our fault and should be covered by some form of assistance! We are

an Army family. We don=92t have a ton of money to hang into a car

slowly falling apart, and we can=92t afford to trade it in because the valu=

е

is insanely low. I would really like to hear back from someone regarding $% \left(1\right) =\left(1\right) +\left(1\right) +\left$

some form of trade-in assistance if we buy another Dodge. My husband and $\ensuremath{\mathsf{I}}$

agree that if we could trade ours in for a comparable SXT/Crew we might

consider doing so but NOT if we go upside down. The problems with the $\operatorname{\mathsf{car}}$

are clearly not the consumer=92s fault, yet we are paying for them.= 20

I have

NEVER contacted a lawyer for anything let alone sued someone, but I $_{\rm am}$

seriously considering doing so because this car is not at all what we were

promised. It is not safe or reliable. And it is a huge money pit! Please

try to figure something out for a family that has a husband serving his

country but cannot even be given a reliable car for the money we spent on $% \left(1\right) =\left(1\right) +\left(1\right) +$

it! We are tired of having to deal with everything that is wrong!

Sender Information:

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

From: customerassist@chrysler.com

To:

Date: Thu Feb 28 09:04:19 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

In order to address your concerns, we require some additional information.

Please provide the information requested below:

- Provide the name of your servicing dealership
- Provide the date of your last diagnostic you had for this issue

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative Dodge Customer Assistance Center

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

REFERENCE NUMBER: 23150190 EMAIL CASE NUMBER: 2800326

REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?

trk ID=KMM8032335V60259L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

2010 Journey Brake/Rotor Issues ... AGAIN!

Comments:

Hello. I am writing to you as a very disappointed and angry customer. I like

 $\,$ my car but I can no longer afford to repeatedly deal with the issues that

arise due to faulty or cheap parts. We have had rotors/brakes replaced

twice since we purchased it less than three years ago, and most of the

miles are highway miles and we are not aggressive drivers/breakers. They

are AGAIN in need of being replaced. I am no interested in hearing that it

is how we drive, because we have a second car which is also a 2010 (VW)

with 44k miles on it and we have replaced the brakes ONCE and NEVER

rotors. I am aware that the lawsuit was dismissed but the issues

remain. I even tried to trade in our 2010 Journey for a 2012 or 2013 Journey to remain a customer with Dodge/Chrysler but of course because of

the crappy manufacturing and all the issues, you all devalue your own

vehicle so much that I will go upside down more than \$10,000 on a fully

loaded SXT. So now I am stuck with a car that in less than three years $% \left(1\right) =\left(1\right) +\left(1\right) +\left($

needed 3 rotor/brake replacements, the seat mechanisms are falling apart,

the radio randomly freezes and needs to have the fuse reset, the driver

window won't roll down or makes noises when it does, the car shakes almost

uncontrollably due to the rotor issues, the tires have had to be replaced

twice which is ridiculous, the engine smells like there is a leak but

service department never finds anything, the engine just randomly shuts off

while we are driving (yes we had the key thing replaced which just made it

stick and made it worse) and god knows what else is wrong that I $\operatorname{can}'\mathsf{t}$

think of right now. We purchased this vehicle new and we are beyond disappointed of constantly having to spend money to get things fixed which

were not our fault and should be covered by some form of assistance! We are

an Army family. We don't have a ton of money to hang into a car that is

slowly falling apart, and we can't afford to trade it in because the value

is insanely low. I would really like to hear back from someone regarding $% \left(1\right) =\left(1\right) +\left(1\right) +\left$

some form of trade-in assistance if we buy another Dodge. My husband and I

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NEVER contacted a lawyer for anything let alone sued someone, but I $\ensuremath{\mathsf{am}}$

seriously considering doing so because this car is not at all what we were

promised. It is not safe or reliable. And it is a huge money pit! Please

try to figure something out for a family that has a husband serving his

country but cannot even be given a reliable car for the money we spent on

it! We are tired of having to deal with everything that is wrong!

VIN:

AT

Mileage:

48000

Servicing Dealer:

Title:

Mrs.

First Name:

Middle Last Na Address Address

Port Hueneme State:

CA

Zip:

Email:

Work Pl

From:
To: customerassist@chrysler.com
Date: Thu Feb 28 16:09:22 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8032335V60259L0KM)

We have moved several times due to military request so we have different servicing locations. The issues started after purchase in Colonial Heights VA. Then most of the issues were addressed and readdressed in Victorville CA. A few problems such as the radio were fixed in Salinas CA but I don't believe they did a diagnostic because the technician knew what the problem was as this seems to happen a lot with the radio.

We recently moved again and are now in Port Hueneme CA where we will need to take the car in again for the horrible shaking due to the rotor issue. The seats are still not fixed, the window on the driver side is not working properly, and as of last night the right blinker is not functioning any more so we can't drive the vehicle without taking a risk of a ticket or accident.

Sent from my iPhone 5 on AT&T

On Feb 28, 2013, at 6:04 AM, customerassist <customerassist@chrysler.com> wrote:

```
> Dear
> Thank you for contacting the Dodge Customer Assistance Center, your
> emails are important to us!
> In order to address your concerns, we require some additional
> information.
> Please provide the information requested below:
> - Provide the name of your servicing dealership
 - Provide the date of your last diagnostic you had for this issue
> Thanks again for your email and have a wonderful day!
> Sincerely,
>
> Matt
> Customer Service Representative
> Dodge Customer Assistance Center
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER: 23150190
> EMAIL CASE NUMBER: 2800326
> REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp?
trk ID=KMM8032335V60259L0KM&
> Original Message Follows:
> US Customer Service - Dodge Brand Site
```

- > Brief Description:
- > 2010 Journey Brake/Rotor Issues ... AGAIN!
- > Comments:
- > Hello. I am writing to you as a very disappointed and angry customer. I
- > like
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- > twice since we purchased it less than three years ago, and most of the
- > miles are highway miles and we are not aggressive drivers/breakers.
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- > it
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- > with 44k miles on it and we have replaced the brakes ONCE and NEVER the
- > rotors. I am aware that the lawsuit was dismissed but the issues still
- > remain. I even tried to trade in our 2010 Journey for a 2012 or 2013
- > Journey to remain a customer with Dodge/Chrysler but of course because
- > of
- > the crappy manufacturing and all the issues, you all devalue your own
- > vehicle so much that I will go upside down more than \$10,000 on a fully
- > loaded SXT. So now I am stuck with a car that in less than three years
- > needed 3 rotor/brake replacements, the seat mechanisms are falling > apart,
- > the radio randomly freezes and needs to have the fuse reset, the driver
- > window won?t roll down or makes noises when it does, the car shakes > almost
- > uncontrollably due to the rotor issues, the tires have had to be > replaced
- > twice which is ridiculous, the engine smells like there is a leak but
- > service department never finds anything, the engine just randomly shuts
- > off
- > while we are driving (yes we had the key thing replaced which just made
- > it
- > stick and made it worse) and god knows what else is wrong that I can?t
- > think of right now. We purchased this vehicle new and we are beyond > disappointed of constantly having to spend money to get things fixed
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- > were not our fault and should be covered by some form of assistance! We
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```
> value
> is insanely low. I would really like to hear back from someone
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> NEVER contacted a lawyer for anything let alone sued someone, but I
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> Please
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> on
> it! We are tired of having to deal with everything that is wrong!
> VIN:
> Mileage:
        48000
> Servicing Dealer:
> Title:
        Mrs.
> First
> Middl
> Last
> Addre
> Addre
> City:
        Port Hueneme
> State:
        CA
> Zip:
> Email
> Work
```

From: customerassist@chrysler.com

To:

Date: Thu Feb 28 18:30:14 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM8032335V60259L0KM)

Dear

Thank you for contacting the Dodge Customer Assistance Center.

We have received your email regarding your dealer concerns and your comments have been documented into our system for future review.

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

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 (STAR) or contact their regional Business Center.

If after you have received your diagnostic and you are seeking further assistance, please contact us back as we can review with you at that time.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2800326

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk ID=KMM8033426V94214L0KM&

Original Message Follows:

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Sent from my iPhone 5 on AT&T

On Feb 28, 2013, at 6:04 AM, customerassist <customerassist@chrysler.com> wrote: > Dear > Thank you for contacting the Dodge Customer Assistance Center, your > emails are important to us! > In order to address your concerns, we require some additional > information. > Please provide the information requested below: > - Provide the name of your servicing dealership > - Provide the date of your last diagnostic you had for this issue > Thanks again for your email and have a wonderful day! > Sincerely, > Matt > Customer Service Representative > Dodge Customer Assistance Center > For any future communications related to this email, please refer to the > following information: > REFERENCE NUMBER: 23150190 > EMAIL CASE NUMBER: 2800326 > REPLY LINK: http://www.chrysler.com/wccs/brand forms/us/reply.jsp? trk ID=KMM8032335V60259L0KM& > Original Message Follows: > -----> US Customer Service - Dodge Brand Site > Brief Description: > 2010 Journey Brake/Rotor Issues ... AGAIN! > Hello. I am writing to you as a very disappointed and angry customer. I > like > my car but I can no longer afford to repeatedly deal with the issues > that > arise due to faulty or cheap parts. We have had rotors/brakes replaced > twice since we purchased it less than three years ago, and most of > miles are highway miles and we are not aggressive drivers/breakers. > They

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spent
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> it! We are tired of having to deal with everything that is wrong!
> VIN:
        ΑT
> Mileage:
        48000
> Servicing Dealer:
> Title:
        Mrs.
> First Name:
> Middle
> Last N
> Addres
> Address
> City:
        Port Hueneme
> State:
        CA
> Zip:
> Email:
> Work B
```

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Customer Complaints
24002963

From:

To: customerassist@chrysler.com Date: Fri Sep 27 13:42:23 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Fifth occurence of engine problem

Comments:

On January 12, 2010, I purchased a new 2010 Dodge Journey SXT (VIN 3D4PH5FV3AT (a) from Crestwood Dodge dealership in Garden City, Michigan. Safety was the most important factor when choosing my new vehicle, as I needed a vehicle that would be safe for my children. This is especially important to me since I frequently travel on the freeway with my children, and regularly complete a 30-40 minute commute to my place of employment in downtown Detroit. One of my biggest fears is that of being stranded on the side of the freeway with my young children. Therefore, my main reason for choosing the Dodge Journey over numerous other available cross-over vehicles was the fact that it earned the=942009 Top Safety Pick Award=94. After purchasing the vehicle, I had a very short-lived feeling o=

security during my travels.

My first two major problems with my brand-new

Journey occurred just over one year of ownership. With my son in the car, and pregnant with my second child, I was making a left-hand turn out of a driveway onto a five-lane road. I hit a bump at the end of the driveway causing my car to shut off in the middle of the road! Without knowing what caused the car to shut off, and with cars speeding toward my son and me, I very quickly put my car in neutral, restarted the engine, and put it back in drive. Luckily, I was able to avoid the many vehicles that were desperately braking in an attempt to avoid slamming into the side of my car. Very shortly after this incident, the same problem happened as my husband backed the car out of our driveway. At this time, he noticed that the ignition key had fallen back causing the car to turn off. =20 Around the

same time as the above stated incident, another problem occurred. While driving on the freeway with my son, as my speed approached 70 mph the vehicle started violently shaking anytime I pressed the gas pedal; the

engine light also illuminated. After what seemed like several minutes of =93sputtering=94 and trying to maneuver my way to the right lane of rush-ho= ur

traffic in an attempt to make it to the next off-ramp, the vehicle started to accelerate normally. The car was subsequently taken to Crestwood Dodge dealership for repair of both problems. =20

The dealership claimed they

could not reproduce the shaking problem, but were able to see that the engine light registered a problem. They claimed that the engine had a build-up of carbon, and that this likely caused the shaking problem. When asked why the engine would have such a build-up of carbon so quickly after purchase, the dealership claimed that it sometimes happens when the engine is being =93broken in=94. The dealership also advised me to use premium ga= s in

my car several times a year. Regarding the ignition problem, the dealership claimed that the ignition needed to be replaced as a result of my key ring being too heavy. I was later notified, however, that a safety recall was implemented due to faulty ignitions. =20

Less than two months

after having my vehicle =93repaired=94 by the dealership, the shaking proble em

reoccurred; again, while pregnant and with my toddler son in the car. The vehicle was returned to the dealership for repair of the same problem. This time, my vehicle stayed at the dealership for almost two weeks. The dealership replaced the engine valves and cylinder head.

After this

repair, my vehicle was seldom driven for several months, as soon after I was placed on pregnancy-related bed rest, and then on maternity leave from work. In April 2012, after returning to work from maternity leave, I was driving my then three-year-old and eight-month-old sons on the freeway. Again, my vehicle started violently shaking; and once again, the engine light illuminated. At this point, I complained to Chrysler regarding the repetitive problems with the vehicle, specifically with the engine, and was assigned an advocate named Colleen (case# 22187093). I scheduled the vehicle for another appointment with Crestwood Dodge, and the Journey returned to the dealer on May 2nd for the third time regarding the same engine problem. The dealership, again, indicated that there was a heavy carbon build-up resulting in improper operation of the valves. The dealership=92s resolution to the problem was to simply clean the carbon fro=

the engine. The Chrysler advocate suggested to the dealership that they bring in a special technician to determine the cause of repetitive carbon build-up; however, they were unable to determine the source. I was referred by my advocate to the buy- back department of Chrysler, but since the first occurrence of my repetitive engine troubles started slightly over one year of purchasing the vehicle, Chrysler would not replace the defect vehicle that I had been sold. After approximately ten days at the dealership, the defective vehicle was returned to me. I complained to the service manager, Dale, and the buy-back department that the source of the problem was not identified or repaired, and explained that as a result of the failure to identify the source of the problem, the issue would certainly transpire again. Neither Chrysler nor the dealership entertained my concerns regarding the dealerships failure to identify the source of the repetitive engine problems. =20

In September of 2013, in addition to the engine developing a =93ticking=94 sound, the vehicle began its all too fami=liar

phenomenon of shaking at approximately 70mph. Once again, the service manager, Dale, was notified of both problems, and the vehicle was left at the dealership for repair. The technician noted on the service invoice that the engine had loss of compression on cylinders four and one, and that after removing the cylinder heads, found that the valves were not sealing due to heavy carbon build-up. The technician advised that all of the valves would have to be replaced again (making this the second set of valves to fail). The dealership ordered and received the parts, but called a few days later to inform us that they were defective, and that another set had to be ordered (making it the third set of valves to fail on this vehicle). On the eighth day, the dealership called to say that the vehicle was ready. When picking up the vehicle, the service manager was unavailable. My husband, again, inquired about the source of continuous carbon build-up and valve failure, and the service department stated that they would speak to the technician and notify us of the findings. Of course, the dealership never contacted us with an explanation. =20 Less than

two weeks after the vehicle was =93repaired=94, the engine is still making = a

loud =93ticking=94 noise. Dale, the service manager, was notified that the problem was not resolved during the vehicle=92s last eight-day stay at the service department. The service manager let out a loud sigh, and was noticeably annoyed that the vehicle needed to be returned. Any annoyance

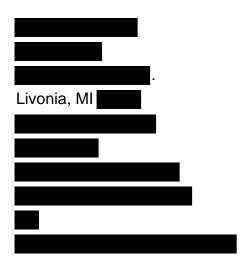
that the service department is feeling regarding this issue is only a minuscule fraction of the level of annoyance and frustration that my husband and I are feeling toward the vehicle, the service department, and Chrysler. The Journey is scheduled to be returned to the dealership for the FIFTH time for its continuous engine problems on Saturday, September 27, 2013.=20

I cannot accurately describe the level of frustration and stress my husband and I are experiencing as a result of the continuous problems with this vehicle. The fact that this vehicle has put my children in danger on several occasions infuriates me! The main reason that I purchased the Journey was to ensure that my children would be safe. Due to this vehicle=92s reoccurring mechanical problems, I no longer have the freedom to drive my children without the fear and anxiety of potentially being involved in an accident, or stranded on the freeway. I would love nothing more than to have a safe and reliable vehicle for my family; unfortunately, this vehicle is not it.

As a life-long resident of metro

Detroit, I have owned numerous Chrysler and other American-made vehicles, and have always considered them to be quality products. I am not just disappointed that Chrysler put a defective product into the market; I am shocked and outraged at Chrysler=92s lack of concern or resolve in the repetitive vehicle malfunctions that resulted in dangerous situations for my family, time and energy spent on trips to the dealership, stress of having to argue with the dealership and Chrysler over getting the problem resolved, and extreme disappointment in Chrysler for refusing to rectify the problem. The dealership has advised Chrysler that they cannot locate the source of the problem. If the dealership is stating that the problem cannot be identified, then this clearly indicates that the product is defective. I am appalled that even after being advised of the numerous, repetitive, and uncorrectable problems, Chrysler, a highly respected Detroit company, would have such a lack of concern for their customers, and knowingly allow families to drive in defective products. My two major expectations when purchasing my brand-new vehicle were reliability and peace-of-mind while traveling with my family. Chrysler has failed to meet those expectations. I would like to give Chrysler one last opportunity to rectify this problem; I hope that this is not the level of quality that Chrysler expects from its vehicles, or the level of customer service it considers satisfactory in order to ensure retention of clientele. If the situation is not resolved, I will have to assume that Chrysler sets very low standards for quality assurance and customer service, and will be purchasing all future vehicles from another, more reliable company.

Thank you very much for your prompt attention to this problem.



Sender Information:

Title: Mrs.

First Name:

To:

Date: Sun Sep 29 10:06:22 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear :

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2010 Journey. I am sorry to learn of the concerns raised regarding your vehicle stalling and Engine issues and appreciate the time taken to bring these concerns to our attention.

We would be happy to further look into this situation and review the matter further. To do so, we will first require the vehicle be at the Dealership for further attention and review. This will best allow us to review your request going forward. It is important to note we are not requesting you fully undergo review or repairs at this time, we are only requesting the vehicle be scheduled and at the Dealership so we may better gather information related to your vehicles condition in order to better review the matter.

I have updated your file to reflect the information provided in your email. 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.

Thanks again for your email,

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 24002963 EMAIL CASE NUMBER: 2878954

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8287190V63582L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Fifth occurence of engine problem

Comments:

On January 12, 2010, I purchased a new 2010 Dodge Journey SXT (VIN 3D4PH5FV3AT) from Crestwood Dodge dealership in Garden City, Michigan. Safety was the most important factor when choosing my new vehicle, as I needed a vehicle that would be safe for my children. This is especially important to me since I frequently travel on the freeway with my children, and regularly complete a 30-40 minute commute to my place of employment in downtown Detroit. One of my biggest fears is that of being

stranded on the side of the freeway with my young children. Therefore, my main reason for choosing the Dodge Journey over numerous other available cross-over vehicles was the fact that it earned the 2009 Top Safety Pick Award. After purchasing the vehicle, I had a very short-lived feeling of security during my travels. My first two major problems with my brand-new Journey occurred just over one year of ownership. With my son in the car, and pregnant with my second child, I was making a left-hand turn out of a driveway onto a five-lane road. I hit a bump at the end of the driveway causing my car to shut off in the middle of the road! Without knowing what caused the car to shut off, and with cars speeding toward my son and me, I very quickly put my car in neutral, restarted the engine, and put it back in drive. Luckily, I was able to avoid the many vehicles that were desperately braking in an attempt to avoid slamming into the side of my car. Very shortly after this incident, the same problem happened as my husband backed the car out of our driveway. At this time, he noticed that the ignition key had fallen back causing the car to turn off. Around the same time as the above stated incident, another problem occurred. While driving on the freeway with my son, as my speed approached 70 mph the vehicle started violently shaking anytime I pressed the gas pedal; the engine light also illuminated. After what seemed like several minutes of sputtering and trying to maneuver my way to the right lane of rush-hour traffic in an attempt to make it to the next off-ramp, the vehicle started to accelerate normally. The car was subsequently taken to Crestwood Dodge dealership for repair of both problems. The dealership claimed they could not reproduce the shaking problem, but were able to see that the engine light registered a problem. They claimed that the engine had a build-up of carbon, and that this likely caused the shaking problem. When asked why the engine would have such a build-up of carbon so guickly after purchase, the dealership claimed that it sometimes happens when the engine is being broken in. The dealership also advised me to use premium gas in my car several times a year. Regarding the ignition problem, the dealership claimed that the ignition needed to be replaced as a result of my key ring being too heavy. I was later notified, however, that a safety recall was implemented due to faulty ignitions. Less than two months after having my vehicle repaired by the dealership, the shaking problem reoccurred; again, while pregnant and with my toddler son in the car. The vehicle was returned to the dealership for repair of the same problem. This time, my vehicle stayed at the dealership for almost two weeks. The dealership replaced the engine valves and cylinder head. After this repair, my vehicle was seldom driven for several months, as soon after I was placed on pregnancy-related bed rest, and then on maternity leave from

work. In April 2012, after returning to work from maternity leave, I was driving my then three-year-old and eight-month-old sons on the freeway. Again, my vehicle started violently shaking; and once again, the engine light illuminated. At this point, I complained to Chrysler regarding the repetitive problems with the vehicle, specifically with the engine, and was assigned an advocate named Colleen (case# 22187093). I scheduled the vehicle for another appointment with Crestwood Dodge, and the Journey returned to the dealer on May 2nd for the third time regarding the same engine problem. The dealership, again, indicated that there was a heavy carbon build-up resulting in improper operation of the valves. The dealerships resolution to the problem was to simply clean the carbon from the engine. The Chrysler advocate suggested to the dealership that they bring in a special technician to determine the cause of repetitive carbon build-up; however, they were unable to determine the source. I was referred by my advocate to the buy-back department of Chrysler, but since the first occurrence of my repetitive engine troubles started slightly over one year of purchasing the vehicle, Chrysler would not replace the defect vehicle that I had been sold. After approximately ten days at the dealership, the defective vehicle was returned to me. I complained to the service manager, Dale, and the buy-back department that the source of the problem was not identified or repaired, and explained that as a result of the failure to identify the source of the problem, the issue would certainly transpire again. Neither Chrysler nor the dealership entertained my concerns regarding the dealerships failure to identify the source of the repetitive engine problems. In September of 2013, in addition to the engine developing a ticking sound, the vehicle began its all too familiar phenomenon of shaking at approximately 70mph. Once again, the service manager, Dale, was notified of both problems, and the vehicle was left at the dealership for repair. The technician noted on the service invoice that the engine had loss of compression on cylinders four and one, and that after removing the cylinder heads, found that the valves were not sealing due to heavy carbon build-up. The technician advised that all of the valves would have to be replaced again (making this the second set of valves to fail). The dealership ordered and received the parts, but called a few days later to inform us that they were defective, and that another set had to be ordered (making it the third set of valves to fail on this vehicle). On the eighth day, the dealership called to say that the vehicle was ready. When picking up the vehicle, the service manager was unavailable. My husband, again, inquired about the source of continuous carbon build-up and valve failure, and the service department stated that they would speak to the technician and notify us of the findings. Of

course, the dealership never contacted us with an explanation. Less than two weeks after the vehicle was repaired, the engine is still making a loud ticking noise. Dale, the service manager, was notified that the problem was not resolved during the vehicles last eight-day stay at the service department. The service manager let out a loud sigh, and was noticeably annoyed that the vehicle needed to be returned. Any annoyance that the service department is feeling regarding this issue is only a minuscule fraction of the level of annoyance and frustration that my husband and I are feeling toward the vehicle, the service department, and Chrysler. The Journey is scheduled to be returned to the dealership for the FIFTH time for its continuous engine problems on Saturday, September 27, 2013. I cannot accurately describe the level of frustration and stress my husband and I are experiencing as a result of the continuous problems with this vehicle. The fact that this vehicle has put my children in danger on several occasions infuriates me! The main reason that I purchased the Journey was to ensure that my children would be safe. Due to this vehicles reoccurring mechanical problems, I no longer have the freedom to drive my children without the fear and anxiety of potentially being involved in an accident, or stranded on the freeway. I would love nothing more than to have a safe and reliable vehicle for my family; unfortunately, this vehicle is not it. As a life-long resident of metro Detroit, I have owned numerous Chrysler and other American-made vehicles, and have always considered them to be quality products. I am not just disappointed that Chrysler put a defective product into the market; I am shocked and outraged at Chryslers lack of concern or resolve in the repetitive vehicle malfunctions that resulted in dangerous situations for my family, time and energy spent on trips to the dealership, stress of having to argue with the dealership and Chrysler over getting the problem resolved, and extreme disappointment in Chrysler for refusing to rectify the problem. The dealership has advised Chrysler that they cannot locate the source of the problem. If the dealership is stating that the problem cannot be identified, then this clearly indicates that the product is defective. I am appalled that even after being advised of the numerous, repetitive, and uncorrectable problems, Chrysler, a highly respected Detroit company, would have such a lack of concern for their customers, and knowingly allow families to drive in defective products. My two major expectations when purchasing my brand-new vehicle were reliability and peace-of-mind while traveling with my family. Chrysler has failed to meet those expectations. I would like to give Chrysler one last opportunity to rectify this problem; I hope that this is not the level of quality that Chrysler expects from its vehicles, or the level of customer service it

considers satisfactory in order to ensure retention of clientele. If the situation is not resolved, I will have to assume that Chrysler sets very low standards for quality assurance and customer service, and will be purchasing all future vehicles from another, more reliable company. Thank you very much for your prompt attention to this problem. St. Livonia, MI 48154 VIN: AT Mileage: 69000 Servicing Dealer: Crestwood Dodge, Garden City, MI Title: Mrs. First Name: Address 2: City: Livonia State: MΙ Zip:

From: 1

To: customerassist@chrysler.com

Date: Mon Sep 30 13:16:28 EDT 2013

Subject: Reply to Chrysler Group LLC (KMM8287190V63582L0KM)

Reply Comments:

Jeff,

My vehicle was left at the dealership, Suburban Chrysler Dodge Jeep Ram of Garden City (888) 602-4078, on Saturday morning, 9/28. We have yet to receive any information from the dealership regarding my Journey. The service manager, Dale, is the person familiar with my vehicle.

Thank

you,

To:

Date: Mon Sep 30 19:24:18 EDT 2013

Subject: Re: Reply to Chrysler Group LLC (KMM8287190V63582L0KM)

Dear :

Thank you for your response.

Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email (NUMBER). If you wish to be reached at an alternative number, please respond so we may update your file appropriately. Thanks again for your email, Tamara. We look forward to further addressing this matter further with you.

Sincerely,

Jeff

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 24002963 EMAIL CASE NUMBER: 2878954

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8289069V83458L0KM&

Original Message Follows:

Comments:

Jeff, My vehicle was left at the dealership, Suburban Chrysler Dodge
Jeep Ram of Garden City (888) 602-4078, on Saturday morning, 9/28. We have
yet to receive any information from the dealership regarding my Journey.
The service manager, Dale, is the person familiar with my vehicle. Thank
you,

Document Recieved from Customer Cair Number: 24002963

Date Received: 2013-10-07 14:38:46.968761

Files Not Recieved: 0

Lima,

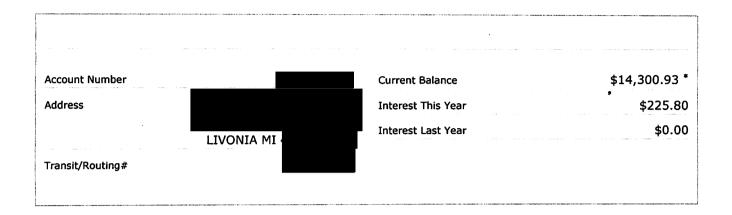
Per our conversation on Wednesday, 10/2/13, I have attached information pertaining to the loan and monthly payment on my Dodge Journey, as well as evidence that the loan is current and paid monthly.

Thank you,



My Accounts / My Auto Loan Account Summary

View Another Account



*This is your payoff amount for your loan for today only.

| Original Loan Date | Mar 21, 2013 | Payments Remaining | 30 |
|------------------------|--------------------|---------------------|--------------|
| Scheduled Payoff Date | Mar 21, 2016 | Last Payment Date | Sep 19, 2013 |
| Original Loan Amount | \$17,017.33 | Last Payment Amount | \$493.70 |
| Interest Rate | 2.84% | Amount Past Due | \$0.00 |
| Collateral ID | 3D4PH5FV3AT | Next Payment Date | Oct 21, 2013 |
| Collateral Description | Dodge Journey 2010 | Next Payment Amount | \$493.70 |

Transactions from Apr 10, 2013 to Oct 07, 2013

| Date | Description | Amount | Principal Balance |
|------------|-------------|----------|-------------------|
| 09/19/2013 | PRINCIPAL | \$459.29 | \$14,280.93 |
| 09/19/2013 | INTEREST | \$34.41 | \$14,280.93 |
| 08/20/2013 | PRINCIPAL | \$460.58 | \$14,740.22 |
| 08/20/2013 | INTEREST | \$33.12 | \$14,740.22 |
| 07/23/2013 | PRINCIPAL | \$459.58 | \$15,200.80 |
| 07/23/2013 | INTEREST | \$34.12 | \$15,200.80 |
| 06/25/2013 | PRINCIPAL | \$458.59 | \$15,660.38 |
| 06/25/2013 | INTEREST | \$35.11 | \$15,660.38 |
| 05/28/2013 | PRINCIPAL | \$456.29 | \$16,118.97 |
| 05/28/2013 | INTEREST | \$37.41 | \$16,118.97 |
| 04/29/2013 | PRINCIPAL | \$442.07 | \$16,575.26 |
| 04/29/2013 | INTEREST | \$51.63 | \$16,575.26 |
| | | | |

Close Window

Print

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RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Customer Complaints
24177020

To:

Date: Sat Nov 09 01:31:12 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear :

Thank you for contacting the Chrysler Customer Assistance Center.

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

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 (STAR) or contact their regional Business Center.

Thanks again for your email.

Sincerely,

Sierra

Customer Service Representative

Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 24177020 EMAIL CASE NUMBER: 2895629

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8340130V78672L0KM& Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Key will not release from ignition

Comments:

We are having an issue with our key not turning or coming out of the ignition. Sometimes when we are driving, the engine just turns off. This has happened at least twice if not 3 times. Then we can't shift at all- we could be stuck in D or R or P. At this point the car will not re-start. And the brake pedal will be very hard. We have already gone in during the recall to have the ignition replaced. At that point, the key was just slipping into a different position (Aux instead of ON). Now it gets stuck.

VIN:

AR Mileage: 83674 Servicing Dealer: Title: First Name: Address 2: City: Alma State: MI Zip:

| From: | |
|--------|---------------------------|
| To: cu | stomerassist@chrvsler.com |

Date: Fri Nov 08 17:07:47 EST 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Key will not release from ignition

Comments:

We are having an issue with our key not turning or coming out of the ignition. Sometimes when we are driving, the engine just turns off. This has happened at least twice if not 3 times. Then we can't shift at all- we could be stuck in D or R or P. At this point the car will not re-start. And the brake pedal will be very hard. We have already gone in during the recall to have the ignition replaced. At that point, the key was just slipping into a different position (Aux instead of ON). Now it gets stuck.

Sender Information: ----Title: First Name:

RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Customer Complaints
25160387

From: r

To: customerassist@chrysler.com Date: Fri Jun 13 12:14:31 EDT 2014

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

2010 Journey ignition problems

Comments:

We have owned our Journey for almost 3 years and it's been a great car. But recently, the car will simply shut off while we are driving. I found on the internet that in 2011 the NHTSA issued a recall for this issue - a recall I didn't receive notice of.

When I took our car to the dealership, they said there was no recall, and furthermore, they couldn't recreate the problem, so couldn't fix it. I called another dealership and was also told there is no recall.

In the meantime, the car continues to turn off while it is being driven - a very, VERY unsafe situation.

Out of frustration, I have made an

appointment to take the Journey to the mechanic that services our other cars. Hopefully, they will be able to fix the problem.

But I feel very

ill-served by the dealership who couldn't find a recall or solve my issue. Any advice you can give would be very much appreciated. Thank you.

Sender Information: ----Title: First Name:

To:

Date: Mon Jun 16 14:50:55 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear ,

Thank you for contacting the Dodge Customer Assistance Center regarding your 2010 Dodge Journey.

We apologize that you are having issues with your vehicle shutting off.

A review of our records indicates that your vehicle does not currently require service for any recall campaigns for the ignition system. Recalls are determined by the build dates of the vehicle. NHTSA notifications are not VIN-specific and therefore may seem to include a large segment of vehicles. Most recalls are for a small window of manufacture (perhaps only two hours of manufacture) or for other very narrow reasons.

Unfortunately, we are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis.

Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.

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

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

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

REFERENCE NUMBER: 25160387 EMAIL CASE NUMBER: 2990073

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8643324V44655L0KM& Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

2010 Journey ignition problems

Comments:

We have owned our Journey for almost 3 years and it's been a great car. But recently, the car will simply shut off while we are driving. I found on the internet that in 2011 the NHTSA issued a recall for this issue - a recall I didn't receive notice of. When I took our car to the dealership, they said there was no recall, and furthermore, they couldn't recreate the problem, so couldn't fix it. I called another dealership and was also told there is no recall. In the meantime, the car continues to turn off while it is being driven - a very, VERY unsafe situation. Out of frustration, I have made an appointment to take the Journey to the mechanic that services our other cars. Hopefully, they will be able to fix the problem. But I feel very ill-served by the dealership who couldn't find a recall or solve my issue. Any advice you can give would be very much appreciated. Thank you.

| VIN: | |
|-------------------|--|
| AT Miles and | |
| Mileage:
59841 | |
| Servicing Dealer: | |
| Key Auto Mall | |
| Title: | |
| | |
| First Name: | |
| NASALALA LASSIALA | |
| Middle Initial: | |
| Last Name: | |
| | |
| Address 1: | |
| | |
| Address 2: | |
| City: | |
| Rock Island | |
| State: | |
| IL | |
| Zip: | |
| Email: | |
| Lilian. | |
| Home Phone: | |



RQ14-002
CHRYSLER
8-11-2014
ENCLOSURE 4
Customer Complaints
25179523

| From: |
|---|
| To: customerassist@chrysler.com |
| Date: Tue Jun 17 17:52:00 EDT 2014 |
| Subject: Chrysler Group LLC Customer Assistance |
| Form Selected: |
| |
| Category: US Customer Service |
| Brief Description: |
| |
| Ignition switch |
| Comments: |

I would like to report that while driving my 2010 Dodge Grand Caravan the ignition switch shut off much like the GM switch problem. Fortunately I was in an area where I could drift off the main roadway and restart the vehicle. This is the only incident I've had. I have only owned the car for a little over six months.

Sender Information:
----Title:
First Name:
Middle Initial:
Last Name:

To:

Date: Fri Jun 20 01:58:05 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear

Thank you for contacting the Dodge Customer Assistance Center.

We are very sorry to learn of the problem you have encountered and have documented your concern.

We suggest taking your vehicle to the dealership for a diagnosis. Unfortunately your basic warranty has expired as it is good for 3 years or 36,000 miles, which ever comes first. 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,

Jason

Customer Service Representative

Dodge Customer Assistance Center

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

REFERENCE NUMBER: 25179523 EMAIL CASE NUMBER: 2992006

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8650347V43885L0KM& Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Ignition switch

Comments:

I would like to report that while driving my 2010 Dodge Grand Caravan the ignition switch shut off much like the GM switch problem. Fortunately I was in an area where I could drift off the main roadway and restart the vehicle. This is the only incident I've had. I have only owned the car for a little over six months.

VIN:

AR

Mileage:

53787

Servicing Dealer:

CVM AutoPark

Title:



City:

Carlisle

State:

РΑ

Zip:

