INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

PE15-003

FLAT CHRYSLER

3-18-2015

ENCLOSURE 4

CAIR Backup

[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-11-21 12:40:14.459897
Files Not Recieved: 0

CUSTOMER #: [redacted]

LAKESHORE

CHRYSLER-DODGE-JEEP-KIA
330 E. HOWZE BEACH RD.
SLIDELL, LA 70461
PHONE: (985) 641-9595
N.O. DIRECT 897-4181
www.lakeshorechrysler.com

INVOICE

[redacted]

SLIDELL, LA [redacted] PAGE 1

HOME [redacted]

BUS: CELL:

SERVICE ADVISOR: 319 COURTNEY SCHMALZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	15	JEEP CHEROKEE	1C4PJLCS8FW[redacted]		1949/1952	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP14 DD			17:00 18NOV14		0.00	CASH	20NOV14

R.O. OPENED	READY	OPTIONS:
13:41 18NOV14	10:37 20NOV14	ENG:3.2_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES VEHICLE WAS ONE GALL ON LOW ON COOLANT SEES COOLANT SPRAY ON ENGINE AND FRAME			
CAUSE: 0			
07303000 REPLACED CLAMP FROM HOSE TO THERM HOUSING			
170 W40			(N/C)
1 52014598AA CLAMP-HOSE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
1949 PRESS TEST FOUND LEAKING AT HOSE TO THERM HOUSING, CLAMP FAILED. UNABLE TO RESECURE. REPLACED CLAMP.			
**********			
B** PERFORM COOLANT FLUSH			
COOL PERFORM COOLANT FLUSH			
170 CP		81.68	81.68
2 68163849AA *ANTIFREEZ-COOLANT	18.85	18.85	37.70
1 BG546 COOLANT KIT	22.78	22.78	22.78
PARTS: 60.48 LABOR: 81.68 OTHER: 0.00 TOTAL LINE B:			142.16
1949 DRAIN SYS FLUSH UNTIL RAN CLEAR, DRAIN SYS AND FILL WITH CORRECT COOLANT			
**********			
CUSTOMER PAY ENVIRONMENTAL WASTE DISPOSAL FEE/ SHOP SUPPLIES FOR REPAIR			8.17

email BT3002@chrysler.com

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	81.68
PARTS AMOUNT	60.48
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.17
TOTAL CHARGES	150.33
LESS INSURANCE	0.00
SALES TAX	13.16
PLEASE PAY THIS AMOUNT	163.49

CUSTOMER COPY

PE15-003

FLAT CHRYSLER

3-18-2015

ENCLOSURE 4

CAIR Backup





















)t on Ltr: Exec:
Resp Ltr: Resp Ltr Dt

ehicle Information ----------
VIN: 1C4PJMCB6FW[redacted] YR/Mode
ls BC/Sls/Svc/Dlr: 42 C C 4547
Svc BC/Sls/Svc/Dlr: 42 B C 2694
WCC: 536 - 36 5/100
CSC: LOFR315 - MOPAR PREM

General Narrative ----------
REASONS FOR CONTACT:
1) Property Damage
2) Fire in Product

2617476[19

ta File - Rqstd by OGC CKTR: 26174762 86

[redacted]

ALE MI [redacted] Cntry:

Ph:
Ph:
Cntry:

Open Dt: 122614 TYP: G | Check Informat
Ck Amt: $
Payee:

4X4 SPORT UTILITY

Date: 11/08/14

1200

AND ACTIVE


36524174X





















PE15-003

FLAT CHRYSLER

3-18-2015

ENCLOSURE 4

CAIR Backup

CAIRS Report

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJLCS3	FW[redacted]	**Open Date**	08/26/2014	**Built Date**	07/28/2014	
Model Year	2015	**Body**	KLTM74	JEEP CHEROKEE LATITUDE FWD SPORT UTILITY 4-DOOR			
In Service Dt	08/23/2014	**Mileage**	507	**Dealer Zone**	71	LOS ANGELES	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	26920	SAN LEANDRO CHRYSLER DODGE JEEP			
Dealer Address	1444 MARINA BLVD				
Dealer City	SAN LEANDRO	**Dealer State**	CA	**Dealer Zip**	94577

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	DOWNEY CA[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	check engine light is on
Product - Transmission / Transaxle - Unknown - Other - Default	transmission light comes on and off
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that there check engine light and transmission light is on. Customer is 6 hours away on vacation and the dealership they can go to where they are does not have rentals and cannot look at the vehicle until Wednesday of next week. Customers have to go back home tomorrow because they work. Customer either wants there vehicle shipped back to them or given a new vehicle and reimbursed for any rental fees that they have to cover. Briefly summarize what the customer is expecting: Customer is seeking our assistance. Agent advised the customer to take the vehicle to a dealership close to them and leave it at the dealership and the agent will send the case to CM. Agent made no promise about having the vehicle shipped back to the customer s home or provided with a new vehicle. Agent advised the customer that we will into the situation for the customer because we do want to help the customer as much as we can.
Agent provided the customer there case number. Agent advised the customer that there CM will contact the customer within 1 business day.
Agent spoke to TL and would like to offer the customer a oil change service contract.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? owner
Has the vehicle been diagnosed by a CDJ dealer? no
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *

In Warranty or OOW: In warranty Basic, Powertrain, Extended Federal Emissions, California long Emissions, etc.
MVP (Active): No MVP
Ownership history: 1
Original or Current Owner: Original
Status update provided via email to the following email address:
[redacted]
Hello, my name is Angel and I have been assigned as your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted], within the 1-2 business day and no later than Friday, 08/29/2014. My office hours are 9:30am 6:00pm(Mountain Standard Time). My contact information is 800.763.8422 EXT 66352. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Customer states check engine light and transmission light is on.
Customer is on vacation and is 6 hours away from a dealership where they do not have a rental\loaner and are not able to look at the vehicle until Wednesday of 09/03/2014. Customer either wants there vehicle shipped back to them or given a new vehicle and reimbursed for any rental fees that they have to cover.
Writer spoke with customer. Customer says that they are still in San Francisco and they live in Downey 6 hours away. Customer says on Monday, 08/25/2014 the transmission light came on. Customer says she has her vehicle and is going to attempt to drive the vehicle home to her closest dealership. Writer let customer know if customer has to have the vehicle towed to let writer know and we will reimburse her for the towing.
Writer let customer know once she gets her vehicle back home if any repairs are needed we will consider rental. Customer let writer know she will contact writer tomorrow to let writer know what it going on.
Customer inquired as to what her right are if she does not want the vehicle any more? Writer let customer know we can escalate her case over to our Department for Replacement, but writer cannot advise customer legally. Writer let customer know to review her Blue and Whiter handbook in her Owners Manual and this goes over the process because it is different in each state. Writer let customer know writer would rather customer wait to get her vehicle into the dealership so we can see if or what repairs would need to be done before she takes this step and writer would be willing to reimburse her for 1 car payment. Customer agreed to wait until she can get her vehicle into a dealership before she makes any decisions for replacement. Writer let customer know if writer does not hear from her writer will follow up with customer no later than Friday, 08/29/2014.
Customer was calling to get a hold of her case manger Angel but she was not answering the phone when she called. Customer said that her rental she is in is due back by 6pm tonight and it was only approved for 24 hours but she needs it extended because her car is in San Francisco and she had to drive all the way from there to Downy which is 6 hours away.
-
Agent called to try to get in touch with another case manger since Angel wasn t in the office. Agent got a hold of Judy. Agent transferred her over.
Customer called in 08/27/2014 to let writer know customer broke down in San Francisco and was unable to get her vehicle back home to Downey. Customer had vehicle towed and is in a rental.
Customer requested call back from CM AG1365 for rental.
Writer contacted Customer. Writer is looking to see what dealership the customer s vehicle is in.
Writer spoke with customer. Customer says that she took the vehicle to the dealership and is in a rental which was only approved for 24 hours. Writer let customer know writer will contact the dealership to find out what is going on with customers vehicle and will help with cost assistance on the rental for the next 5 days until Tuesday, 09/02/2014. Writer let customer know that its $35.00 a day for a Chrysler vehicle and $20.00 a day for a non Chrysler vehicle, that we don t cover insurance or any accessories. Customer let writer know she has a Toyota and will contact the dealership. Writer let customer know writer will contact dealership today and then contact dealer and customer no later than Tuesday, 09/02/2014 to see if there are any repairs that need to be done

or rental extended.
Writer spoke SA Peter. SA says the vehicle was towed in last night because it started smoking and smelling like something is burning. SA says he tried to start it this morning and it turns over but the vehicle does not move\no power at all. SA says transmission is burned out. SA let writer know his Service Manager Rick knows about this issue and is ok with RA for rental. SA says current mileage is at: 507. SA says they need to completely replace the transmission. SA says the transmission is on back order and no ETA.
Part No.# RL225757AP
Writer let SA know writer will extend customers rental until Tuesday, 09/02/2014 and will contact SA and customer back on this day to see if there is an ETA for transmission and to see how long we need to extend rental for.
Customer seeking rental assistance because transmission is on order for replacment and customers vehicle is at a dealership 6 hours away from where they live. Vehicle broke down while customer was on vacation.
Contacted Service Manager, Rick\ Service Advisor Peter at 26920 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.
SA Rudy at dealer 45359 (Champion CDJ) requests call back from CM.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS REL TO PDC ON: 08/28/14
PART NUMBER: RL225757AP
PART DESCRIPTION: TRANS KIT
ORDER NUMBER: 800387
NUMBER OF DEALERS WITH PART: 6
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: FO507 CAIR HAS AN 91 CM
**********END OF TRIAGE**********
SA Rudy (Dealer code 45359)called requesting to speak to CM AG1365.
Writer advised CM AG1365 is currently unavailable. Writer warm transferred customer to CM SM1203 for further handling.
Writer received transfer call with SA Rudy from dealer 45359 to discuss rental since the vehicle broke down away from the selling dealer. SA stated that the customer was in non-Chrysler product so dealer 45359 has put him into Chrysler product so writer was transferred to SM Tom who suggested to have current dealer with possession of vehicle contact him and discuss the rental that the customer came and picked up from dealer 45359. Writer stated that CM would call him today.
Writer spoke with SA Rudy at 45359 CHAMPION CHRYSLER JEEP DODGE. SA says they do not have the customers vehicle but customer is in a rental. SA says vehicle is in 26920 SAN LEANDRO CHRYSLER DODGE JEEP. SA says they gave customer a rental because the customer regularly comes into there dealership and she has a 2015 vehicle. SA transferred writer to SM Tom at 45359 CHAMPION CHRYSLER JEEP DODGE. SM says SAN LEANDRO CHRYSLER DODGE JEEP refused rental to customer and so he gave the customer a rental vehicle.
SM Tom says customer does not want the vehicle any more and cannot go pick the vehicle up. SM says he is waiting for 26920 SAN LEANDRO CHRYSLER DODGE JEEP to contact him.
Writer spoke with SA Peter at 26920 SAN LEANDRO CHRYSLER DODGE JEEP. SA says he put customer in a Toyota because this is all they had and customer let him know they would go to the dealership where they live 45359 CHAMPION CHRYSLER JEEP DODGE to get a Chrysler vehicle. SA Peter let writer know he will contact the SM at CHAMPION CHRYSLER JEEP DODGE and let him know we can send the RA to them for the rental. SA let writer know the transmission is still on back order with no ETA. Writer will follow up with SM Tom at 45359 CHAMPION CHRYSLER JEEP DODGE regarding rental.
Agent attempted to contact dealer Service Manager Tom from 45359 CHAMPION CHRYSLER JEEP DODGE , however, SM not available. Left message for a return call at extension 66352.
The reason for the dealer contact was to provide or request the following information: to let him know writer could not make any changes to this case because it is in the hands of a CM from the replacement department. Writer gave SM Case Managers nam and NIC FO507.

[redacted] called requesting to speak to CM AG1365 . Writer warm transferred customer to CM for further handling.
Writer spoke wth customer. Customer says she does not want this vehicle and does not feel safe with the vehicle. Customer says her father is sick and she has no way to go see him. Customer says she is an unhappy stressed out customer and it ruined her vacation and she can t be with her father. Customer inquired as to what her options are. Writer let customer know if she wants to trade the vehicle in she will need to contact her dealership to do that. Customer let writer know she does not want to trade the vehicle in, she wants Chrysler to Buy the vehicle back. Writer let customer know if she will stay with repairs writer will make 1-2 car payments or writer can look for a good Service Contract for customer. Customer declined offers. Customer let writer know she is unhappy the vehicle is not safe. Writer let customer know writer will escalate customers case to our Care Analyst team for a review of her request. Writer let her know writer is not authorized in any way to advise customer legally and she will need to review her Blue and White handbook in her Owners Manual. Writer let customer know she is not formally filing for Replacment\Lemon Law, that this department reviews her vehicle history to see whether it qualifies for replacement.
Customer confirmed she understood and request writer to escalate her case to Care Analyst team. Writer let customer know that it can take between 3-5 business days for them to contact writer back and if it does not qualify for replacment her case will be returned to writer for repairs. Writer let customer know her vehicle can still remain in repairs while it is in this process. Writer let customer know writer will contact her no later than Monday, 09/08/2014 if case is returned to writer.
Is there any damage to the vehicle? No
Actual/accurate mileage? 501
Is the vehicle leased or purchased?purchased
Name of lender:
Is the customer in a rental right now? yes
Is this vehicle used as a personal vehicle or for a business?both
Are there any modifications to this vehicle? No
If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? 45359 CHAMPION CHRYSLER JEEP DODGE
**********96W PARTS UPDATE**********
Writer dialed dealer, spoke to PA James. PA states part not received yet. Writer offered email for confirmation.
*********END OF UPDATE**********
********** 91L Review **********
9/4/2014 DM, BRIAN STOSKOPF RECEIVED 5 PAGES THAT WERE FAXED TO CALIFORNIA BUSINESS CENTER ON 8/28/2014 AT 9:19AM FROM SAN LEANDRO C/J/D (26920). FAX PAGES WERE TO UPDATE DM ON TRANSMISSION ASSEMBLY (P/N-RL225757AP) BACKORDER STATUS AS OF 8/28. DM RESEARCHED B/O STATUS AT 5:00PM, SEEMS THAT CURRENT PROMISE DATE IS TODAY (9/4/2014), DM LEFT VOICEMAIL MESSAGE FOR S&P DIRECTOR, RICK VARGAS AT 5PM TO CONTACT DM AND PROVIDE PARTS UPDATE. DM ADVISED S&P DIRECTOR LAST WEEK THAT CHRYSLER LLC WOULD PROVIDE GOODWILL ALTERNATE TRANSPORTATION WHILE REPAIRS TO TRANS. ARE BEING PERFORM ED, DM UPDATED GWA TODAY. (BS19)
91L reviewed and returned to 88 for case handling
Writer will follow up with customer tomorrow, 09/06/2014 regarding transmission replacement and providing alternate transportation for customer.
Writer spoke with SA Jason and he let writer know SA Peter is not in and he has the RO# for customers vehicle. Writer inquired about a trasmission for customers vehicle? He transferred writer to the parts department.
Writer spoke with Parts Manager James and he says the trasmission came in and is in process of being installed. Writer will follow up with SA Peter and customer no later than Wednesday, 09/10/2014.
Peter had called from Dealership 26920 to stated that the transmission had been received and the vehicle has been repaired. Peter stated that the vehicle was driven for about 17 miles and the vehicle is working properly. Peter stated the vehicle is ready to be picked up. Peter had wanted to know how the vehicle is going to get to the customer, who lives about 7 hours away.
Agent had advised Peter that this is still in the CM s hands at this point and had transferred him over to speak with AG1365 at 800-763-8422 ext 66352.
Writer spoke with the SA Peter. SA says they still have the vehicle but

says that dealership CHAMPION CHRYSLER DODGE JEEP is buying the customer out and customer no longer wants or owns this vehicle? SA says he is not sure what is going on? Writer let SA know writer will follow up with customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40559. The reason for the customer contact was to provide or request the following information: To find out if customer will keep this vehicle or not? Writer will follow up with customer no later than Monday, 09/15/2014.
CLOSED LOOP UPDATE - Dealer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.
091014..am slw5 is having dealership unwind the vehicle and do a quality buyback. no further contact to be made to customer as am and dealership Champion CJD are working on finding the customer another vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMBS5	FW[redacted]	**Open Date**	09/04/2014	**Built Date**	07/29/2014	
Model Year	2015	**Body**	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/29/2014	**Mileage**	10	**Dealer Zone**	63	DALLAS	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	45462	NYLE MAXWELL CHRYSLER DODGE JEEP			
Dealer Address	14150 STATE HIGHWAY 79				
Dealer City	TAYLOR	**Dealer State**	TX	**Dealer Zip**	76574

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	TAYLOR TX[redacted]	**Country**	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Electrical - Unknown - Other - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

dr994 vehcile is an unsold unit that was dealer traded. As the jeep was on
its way to the dealer that traded for it it caught on fire. There were no
injuries and the vehicle was towed to their prefered tow truck drivers
lot. The address is 811 west 2nd st taylor, tx 76576 phone# 5123653616.
the main contact for questions regarding this vehicle is Darin Schilling
service manager at Nyle Maxwell CDJR phone#5122185300 _
****

09.04.14
VEHICLE LOCATED AT:
Randy s Wrecker Serv
1508 W 2nd St
Taylor, TX 76754
512-365-3616
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE CAUSE OF LOSS.
PLEASE PROVIDE FULL FIRE REPORT, PHOTOS, POLICE/FIRE DEPT REPORT
(if available) AND ANY OTHER PERTINENT INFORMATION. THANKS, MG17
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 09-04-2014 10:39
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 09-04-2014 10:39
09.22.14 - Emailed EAA for update
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/23/14 AT 11:46:34[redacted]
****

09.24.14
Reviewed EAA report and photos
Sent email to RLS for possible divert from stock unit
BC will handle
9/29 diversion completed
LKQ notified for pickup.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCB8	FW[redacted]	**Open Date**	10/13/2014	**Built Date**	08/11/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/03/2014	**Mileage**	220	**Dealer Zone**	42	DETROIT	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	ED6	2.4L I4 MULTIAIR ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	43880	TERRY HENRICKS CHRY-PLYM-DODGE			
Dealer Address	1935 SOUTH DEFIANCE STREET				
Dealer City	ARCHBOLD	**Dealer State**	OH	**Dealer Zip**	43502

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	STRYKER OH[redacted]	**Country**	UNITED STATES

Product - Engine - Cylinder Head / Gskt - Leaks - Default	Customers vehicle was smoking due to oil leak

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information on a replacement vehicle.
Customer states that soon after he bought the vehicle he noticed it smoking.
Customer states that he brought the vehicle to the DLR and had the Cylinder head replaced.
Customer states that he does not know if the vehicle was damaged anywhere else.
Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle replaced.
***
Agent explained that he would need to speak with the DLR in terms of a replacement.
Agent explained that we at customer care can not make a DLR replace a vehicle.
Customers stated that the DLR is the one who told him to contact us.
Customer asked who covers the cost of the vehicle during Lemon Law.
Agent advised customer that he would need to refer to the blue and white booklet for that type of information.
Customer was not very happy, but will contact the DLR and speak with the Sales Manager.
Customer contacting back. Customer states that the previous agent advised him to contact his dealer in regards to the request of a replacement vehicle. Customer states that he contacted the dealer and was advised that Chrysler deals with those requests. Customer states that he owned the vehicle for 2 days when the vehicle started to smoke and had to be taken to the dealer. Customer states that the head was bad and it was determined a factory defect. Customer would like a replacement vehicle.
Agent apologized to customer for the inconvenience and advised him that his request would be escalated for further review. Agent advised customer that he would receieve a call back in 1-2 business days for further assistance.
Customer informed a call back is required and will take place within 1-2 business days.
Preferred Morning/Midday call back number is [redacted]

Preferred Afternoon/Evening call back number [redacted]
Who has possession of the vehicle? TERRY HENRICKS
Is this a request for Lemon Law, buy-back or replacement? replacement
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case
should be escalated to I2R for case management.
*** Called 43880 and spoke to SA Brian and he was able to confirm that
the vehicle had been picked up and that the cylinder head had been
replaced. STAR was aware that there where some faculty ones on some
vehicles and advised them to replace it. He advised that they kept the
vehicle over night and test drove it the next morning to confirm the
repair. *** Called customer and he is aware of the issue with the vehicle
and is upset that they sold him the vehicle that came from the factory
with issues. He is looking for the vehicle to be bought back. ***
Vehicle is at the dealership - TERRY HENRICKS CHRYSLER DODGE (43880)
Update triggered by S53987H
*** Called customer and he accepts the offer of a replacement. Advised
they will have a new case manager that will call in 7-10 days. ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCS0 FW[redacted]		**Open Date**	10/17/2014	**Built Date**	09/22/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/10/2014	**Mileage**	292	**Dealer Zone**	35	WASHINGTON	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	68182	TUNKHANNOCK AUTO MART INC			
Dealer Address	509 STATE ROUTE 29 SOUTH				
Dealer City	TUNKHANNOCK	**Dealer State**	PA	**Dealer Zip**	18657

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	KINGSTON PA[redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Unknown - Leaks - Default	transmission valve leak

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler with a transmission issue
Briefly summarize what the customer is expecting: Customer states that vehicle is in dealership 68182 and is concerned that the vehicle having just been purchased is already experiencing issues with the transmission.
Agent spoke with SA at DLR 68182 and confirmed that vehicle is indeed at the DLR for the repairs, confirming the customer is in a loaner in the interim.
Agent attempted to reach customer for case follow up at various intervals during the day with no response.
***Next Agent: Please advise that at this present time, we are waiting for approval for a service contract to be added for 2 years/4 oil changes.
Waiting on MVP
Waiting on MVP
Waiting on MVP
Waiting on MVP
Agent contacted Customer and reached voicemail. Left message advising Customer to call back
***Next Agent: Please advise that the service contract has been added for 2 years/4 oil changes.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMBB1	FW[redacted]	**Open Date**	11/10/2014	**Built Date**	07/22/2014	
Model Year	2015	**Body**	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	08/23/2014	**Mileage**	4,779	**Dealer Zone**	35	WASHINGTON	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PDS	ANVIL CLEAR COAT					
Engine	ED8	2.4L I4 PZEV M-AIR ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	26537	SPORT CHRYSLER-JEEP INC			
Dealer Address	1416 W MAIN ST				
Dealer City	NORRISTOWN	**Dealer State**	PA	**Dealer Zip**	19403

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	PROSPECT PARK PA 1[redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	vehicle lunges forward aroung 26-30 mph

Briefly summarize why the customer is contacting Chrysler: The customer states there is a complaint that she would like to follow. Customer purchased jeep Aug 23rd. The customer states she now owns three jeeps. The customer drives about 82 miles per day back and forth to work. The customer states it is a very nice car. The customer states the headlights were fogged up. The customer states there must be something wrong. The customer was told when she comes in for the first oil change they could look at it. The customer states she took pictures and sent them to the manager. Monday she spoke to manager John. The customer states that there were puddle of water under the vehicle as well and she was told this is condensation. The customer states there was also smoke coming out of the hood on the third day she owned the vehicle. Customer again called the dealership. The customer states that she called the dealership and told them she thought she was leaking oil. The customer popped the hood and the box in front of the air conditioner was leaking. The customer sates she told the dealership that there was oil leaking. The customer called the dealership and a flat bed came and picked the vehicle up. This was around the third or fourth day of owning the vehicle.
The customer got vehicle back and after the dealership had the vehicle for a week. They replaced the two headlights. The oil cooler external auxiliary was replaced. There a hose for trans cooler. The trans cooler replaced as well as it had a crack.
After the repairs were done the damper was hanging after the repair. The sales manager spoke to her and informed her that thing do happen. The customer states Oct 23rd were the following issues.
The next couple of weeks every once in a while is she was going over 30 mph and she coast to slow down the car surges forward and speeds up. The customer states you have to pay attention so you do no hit the car in front of you. The customer states that the dealership has been very condescending in repair to her issues.
The customer states the radio was bouncing from Sirius to AM while driving. When listening to FM would bounce to AM. Customer is also still having foggy headlights.
The customer was also told there is a radio update for the vehicle by

uconnect access.
The update was done for radio and the recall for customer on her next visit and she was told this should take care of the problem. The customer was told that she should run the vehicle for 15 minutes if she sees fog and it should go away after a while. She was told that if she still has the issue in three months they would replace the headlight.
The customer left the dealership and her XM and assist buttons do not work. The dealership did not check this before she left the dealership.
The customer states her check windshield wiper fluid came on. Customer states they were suppose to have done a point inspection. The customer also has issues with the vehicle surging forward.
The customer took time off on Oct 30th to bring the vehicle back to the dealership.
The radio was fixed. The customer mentioned the windshield washer fluid being empty and she was told they do not top fluid on inspections. The customer was told that the problem with the acceleration could not be duplicated.
The customer was told to bring the vehicle back in and they would test drive the vehicle. The customer states she really does not want to bring the vehicle all the way back to the dealership as it is about 1 hour away. The customer states the dealership did tell her that the surging is a hazzard for the vehicle.
The customer states that the dealership told her if she did not want to bring the vehicle all the way bacl to their dealership she could take it elsewhere.
The customer states she owns three vehicle and there are seven vehicles in the family.
The customer was told the call the dealership and make an appointment and call us when the vehicle is at the dealership or the night before to have the file escalated to case management level. Agent informed caller that she can certainly understand her frustrations and we will get someone working one on one with her and the dealership.
Briefly summarize what the customer is expecting: The customer wanted to register complaint about vehicle.
Agent provided file number to caller. Dealership was closed. Customer will make appoitment and call back.
Agent is sending file for survey bypass - vehicle needs to be diagnosed.
Customer called to advise she has an appointment to take her vehicle to the dealer on Saturday at 8:00 a.m.
Sport in Norristown, Dealer #26537.
Customer advised that the dealer is condescending
Customer advised that the dealer was comparing her vehicle issue with his health issues, suggested she take the vehicle for a second opinion.
Dealer couldn t duplicate the issue.
Customer advised her vehicle was in twice in two weeks.
Customer advised that when she called dealer, dealer stuttered, and advised the vehicle was in specs.
Customer advised that the dealer wouldn t give her the invoice, he said they would mail it.
Customer insisted on getting the invoice.
Customer wants vehicle fixed and if they can t fix it wants another vehicle.
REQUEST FOR SPECIAL HANDLING
NIC of TL consulted: SG893
Reason for special handling request: Customer is having issues with her vehicle and the dealer.
Current location of the vehicle: Owner currently has vehicle but has an appt to take it to the dealer on Saturday, 11/15/2014
Date of last repair attempt:
Customer s preferred method of contact: Phone
Customer phone number (Morning): [redacted]
Customer phone number (Evening): [redacted]
Customer email address: [redacted]
Dealer code: 26537
Assigned case to 88F for Special Handling
********** Case Management - District Q **********
OOW: Remaining 33 Months or 33,700 Miles
MVP: None
Ownership history: 2 New 0 Used
Writer called the dealership at 6108095747. Joe stated software updates

and there is nothing that is wrong with the vehicle. The mileage is 2,701.
Writer called the customer at [redacted] and left a message with contact information.
Writer called the customer at [redacted] and left a message with contact information.
[redacted] called, requesting her Case Manager. Writer advised that the CM was gone for the day. Customer advised that she got a message from the CM and would be taking her vehicle in on 11/15 and would wait to hear from the CM on Monday.
Writer called the customer at [redacted] The customer stated that the vehicle surges forward at all speeds. The customer stated that she has already brought the vehicle in several times. The customer stated that she was told a star case was opened. Writer stated that we will call the dealership and see about opening a star case if they can t diagnose the vehicle and duplicate the issue. Writer is calling back 11/17/2014.
Writer contacted customer; customer stated the DLR was able to replicate the issue with the surging and downshifting, but it is not registering anywhere in any systems. Customer alleges the DLR called her to inform her new headlights are currently on order. Writer stated their case manager will be contacting them on 11/19/2014 with more information.
Writer called the customer at [redacted] and the customer stated that her new vehicle needs a new transmission now. The customer stated that she is not happy about that. The customer stated that the headlights have been ordered. The customer stated that she never got the navigation system. The customer stated that she doesn t know about the heating system. Writer stated that we will call the SM to see if any parts need to be expedited.
Writer is calling the dealership and the customer no later than 11/21/2014.
Writer called the dealership at 610-539-3100 and the line rang and no one answered.
Writer called the customer at [redacted] and let her know that we are still working on the vehicle. Writer stated that we will call the dealership about the navigation and get a date when she may get her car back. Write is calling the dealership and the customer back 11/24/2014.
Writer called the customer at [redacted] and left a message with contact information.
Writer called the dealership at 610-539-3100 and spoke Doug stated the vehicle should be done by 12/01/2014. Doug stated that they have given the customer rental but they can t give the customer navigation for free. Writer stated that we will look into some oil changes for the vehicle. Writer is offering the customer 3 years of oil changes (ECS36N)
Writer called the customer at [redacted] and let her know that we will call her back 12/01/2014 when the vehicle is repaired. Writer stated that we can t give her the navigation for free but we do feel that she deserves some compensation for the trouble. Writer offered the customer 3 years of oil changes (ECS36N) and the customer accepted the offer.
Writer called the customer at 6[redacted] and left a message with contact information. The reason for the call was to verify mailing address and mileage for the service contract.
The customer called and left a message verifying her address and it is the same as recorded in the case. The customer also stated in the message that she wants to keep the case open because she is still having the same trouble with the transmission.
Writer called the customer at [redacted] and the customer stated the vehicle is 90% better but she wants to drive her friends vehicle because she has a 2015 Jeep Cherokee Trail hawk and wants to see if her friends vehicle does the same thing.
Writer called the customer at [redacted] and she stated that the heating system seems to we be working like her friends but there is still a transmission issue. Writer stated that we will call the dealership and see what we can do about getting the vehicle back into the dealership. Writer will recommend the dealership open a star case. Writer is calling back 12/17/2014.
Writer called the customer at [redacted] and advised the CM will follow up on Friday.
Writer called the dealership at 610-539-3100 and spoke to Doug SM. Doug stated that the vehicle has a brand new transmission. Doug stated that the customer may bring the vehicle in 12/22/2014.

Writer called the customer at [redacted] and she stated that she can t bring the vehicle in on 12/22/2014. The customer stated that Saturday will be better. Writer is calling back 12/26/2014.
Writer called the dealership at 610-539-3100 and no one answered the phone. The dealership service department is closed.
Writer called the dealership at 610-539-3100 and Doug stated that there are no appointments for a transmission for a Saturday. The customer must bring the vehicle in during the week.
[redacted] called to speak with CM AS1978. With customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.
Writer called the customer at [redacted] and she stated that dealership can pick up her vehicle because she can only drop the vehicle off on a Saturday. The customer stated that if the dealership can get her a loaner she can drop the vehicle off during the week.
Writer called the dealership at 610-539-3100 and was put on hold and was never able to speak to anyone.
Writer called the customer at [redacted] and let her know that we have not been able to get a hold of anyone so if we don t get a hold of someone today then we will call again tomorrow. The customer agreed. Writer is calling back 01/08/2014.
Writer called the dealership at 610-539-3100 and left a message for the SM Doug to call back.
The customer stated that she would like to drop the vehicle off on Saturday and get a rental. Writer stated that we can see if that is a possibility. Writer asked if the customer could drop the vehicle off during the week after work and get a rental. The customer stated that would still be inconvenient but will do that if she has to. Writer will speak to the dealership before official offer of rental days. Writer is waiting for a call back from the SM. Writer advised a call back no later than 01/12/2015.
Writer called the dealership at 610-539-3100 and Doug stated that she may bring the vehicle in on Saturday the 17th. Doug stated that she can come in around 10am for a road test to do a ride along with the gentleman that put the transmission in. Doug stated that if they can duplicate the issue the customer will get a rental and she may leave the vehicle off and they will work on it Monday the 19th.
Writer called the customer at [redacted] and let her know that she may bring her vehicle in one 01/17/2015 for a ride along. Writer is calling back 01/19/2015 to get diagnosis and call the customer.
Writer called the dealership at 610-539-3100 and Doug stated that they uploaded the latest software. Doug stated that he will have the customer drive the demo he is driving and it s doing the same thing.
Writer called the customer at [redacted] and let her know that we are still diagnosing the issue. Writer stated that Doug will call her tomorrow and we will follow up with her 01/22/2015.
Writer contacted DLR; spoke to SM Doug. SM confirmed lines 216-218. SM stated the vehicle has been updated with the latest software, and found no faults. SM stated they could not find any codes, and stated the vehicle is operating as designed. SM stated this was proven by having the customer drive a similar vehicle. SM stated when the vehicle downshifts and coasts, it takes a while to brake. SM stated the vehicle was returned to the customer 1/21/2015, and customer seemed happy about the answer and to have the vehicle back. SM stated the current mileage is 4779.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40508. The reason for the customer contact was to provide or request the following information:
Writer notified customer of lines 222-229. Writer advised the case will now be put into closing status, and their CM will follow up 1/26/2015 to confirm repair satisfaction.
Writer called the customer at [redacted] and the customer and she stated that we may close the case and if she needs to speak to anyone she will call back and reopen her case. Customer is satisfied for now.
Writer called the customer at [redacted] and left a message with contact information and requested current mileage and address.
CLOSED LOOP UPDATE - no need for additional follow-up.
[redacted] called requesting to speak to CM BG469 . Writer transferred customer to CM BG469 for further assistance. Writer verified address and mileage is 5,442.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCS9	FW[redacted]	**Open Date**	11/17/2014	**Built Date**	09/02/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/22/2014	**Mileage**	5,950	**Dealer Zone**	35	WASHINGTON	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PXR	BLACK					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	60493	BARBERA'S AUTOLAND			
Dealer Address	7810 ROOSEVELT BLVD				
Dealer City	PHILADELPHIA	**Dealer State**	PA	**Dealer Zip**	19152

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PHILADELPHIA PA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Belts - Other - Default	Sound never stops
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 11/17/2014
Survey Number : 4238999
Quality Survey ID Number: [redacted]
Survey Date : 11/05/2014
VIN Last 8 : FW[redacted]
CQI Comments : \215-917-5281
Customer Comments;
Seat belt latch/release is broken/not working
-SOUND KEEPS BEEPING
Reason for Customer Contact: Need to ask customer if their concerns have been resolved. If not, gather more information regarding customer complaint.
Customer s Preferred Method of Contact: Phone
Customer Phone Number: [redacted]
Customer Email address: [redacted]
Assigned to 86T
As per customer s survey, vehicle has been to the dealership and customer would like to be contacted by phone or email.
Due to vehicle being within 90 days of the in service date, agent is reassigning case to 88F.
Status update provided via email to the following email address:
[redacted]
Hi Mr. [redacted],
My name is Brian and I am following up with you regarding a recent survey that you completed regarding your 2015 Jeep Cherokee.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
Due to the nature of your concern, your file has been escalated. A Case Manager will contact you at the telephone number provided on file. If you wish to be contacted at an alternate number please advise.
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.

Thank You,
Brian
End of Status Update
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?60493
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: Remaining 34 Months or 35,106 Miles
MVP: None
Ownership history: 2 New 0 Used
Writer called the dealership at 215-333-3700 and spoke to Perla. Perla SA stated that the dealership is under construction so the customer must make an appointment for another diagnosis. Perla stated that the customer brought the vehicle in October and they did not find anything wrong with the seat belt.
Writer called the customer at [redacted] and he stated that when someone has the seat belt on in the passenger seat and they move around a lot the seat belt warning beep goes off. The customer stated that the issue intermittent. The customer stated that around 8 a.m. for an appointment all this week will be fine. The customer would like an oil change, recall addressed and seat belt ding checked.
Writer called the dealership at 215-333-3700 and spoke to [redacted] made an appointment for 8:30 a.m. for 11/21/2014.
Writer meant to call the customer and accidently called the dealership at 215-333-3700.
Writer called the customer at [redacted] and let him know of his appointment at 8:30 a.m. 11/27/2014. Writer is calling back 11/27/2014.
Vehicle is at the dealership - BARBERA S AUTOLAND (60493)
Update triggered by S21480B
Writer called the dealership at Writer called the dealership at 215-333-3700 and spoke with John SA. John stated that they are waiting on parts and requested a call back on 11/26/2014.
Writer called the customer at [redacted] and let him know that we will call back 11/27/2014 to make sure the parts have arrived. The customer stated that he has some black smoke coming out the front driver s side wheel but the dealership took the wheel off and did not find anything. Writer asked the customer to keeps us informed of the wheel issue. Writer verified with the customer that the dealership is planning to complete the recall however writer has been unable to verify that with the dealership.
Writer called the dealership 215-333-3700 and the parts are on back order until 12/02/2014.
Writer called the customer at [redacted] Writer stated that the part is on back order and the expected date of arrival for the part is 12/02/2014. The customer stated that the transmission is having a slight delay when he puts into gear.
Writer called the dealership at 215-333-3700 and spoke to John SA. John stated that the parts have arrived.
Writer called the customer [redacted] and the customer stated that he has made an appointment for 12/16/2014.
Vehicle is at the dealership - BARBERA S AUTOLAND (60493)
Update triggered by S45872M
Writer called the dealership at 215-333-3700 and spoke to Shawn. Shawn stated the vehicle needs a water pump and couple flashes. Shawn stated that there is a seat belt issue. Shawn stated that he has to order water pump and it should be in by Thursday. The current mileage is 5,950.
Writer called the customer at [redacted] and the transmission is not going into gear. The customer stated that he is upset that he has to pay for a rental vehicle. Writer stated that we will call Enterprise to see if he can switch the vehicle out for a Chrysler vehicle and we will reimburse up to 4 days of rental reimbursement for the rental. The customer stated that the Enterprise phone number that he rented the vehicle from near the dealership is 2153316000 and an Enterprise close to him that would be good to return the vehicle to is on Pike Street or Shelton Street.
Writer called Enterprise at 2153316000 and spoke to Gary. Gary stated

that the phone numbers for the Enterprise in the customer s area is 2152252500 or 2158448122.
Writer called Enterprise at 2152252500 and spoke to [redacted] and she stated that they do not have any Chrysler rental vehicles.
Writer called Enterprise 2158448122 and spoke to [redacted] stated to call 2155097109 and that location has a Dodge Charger that is available at the moment.
Writer called Enterprise at 2155097109 [redacted] stated that we can reserve the vehicle however the tax is 12% on rental plus $2.00 on top of that for an additional $6.20 on top of the $35.00 for each day of rental.
Enterprise
110 Leverington Ave
Philadelphia, PA 19128
Writer called the customer at [redacted] 1 and left a message with contact information. Writer is calling back 12/19/2014.
Writer called the customer at [redacted]. The seat belt is still ringing. The customer stated that the dealership needs the tool to repair the seat belt and have ordered it. The customer stated that he is disappointed with the vehicle. Writer is calling back 12/24/2014.
Vehicle is at the dealership - BARBERA S AUTOLAND (60493)
Update triggered by S45872M
The customer called and left a message stating that the vehicle has been repaired and he has his vehicle.
Writer called the customer at [redacted] and let him know that we will give him a few days to drive the vehicle to make sure all is well and then we will close the case 12/29/2014.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJLCS8	FW[redacted]	**Open Date**	11/19/2014	**Built Date**	09/12/2014	
Model Year	2015	**Body**	KLTM74	JEEP CHEROKEE LATITUDE FWD SPORT UTILITY 4-DOOR			
In Service Dt	09/27/2014	**Mileage**	1,800	**Dealer Zone**	63	DALLAS	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PXR	BLACK					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	68183	LAKESHORE CHRYSLER-DODGE-JEEP INC			
Dealer Address	330 HOWZE BEACH ROAD				
Dealer City	SLIDELL	**Dealer State**	LA	**Dealer Zip**	70461

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SLIDELL LA[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Overheated - Default	Customer calling because of repair costs.

Briefly summarize why the customer is contacting Chrysler:
Customer calling because they don t think they should have to pay for the work done on their vehicle.
Briefly summarize what the customer is expecting:
Customer states they were driving and the vehicle started smoking and overheating.
Customer states they went to advanced auto parts and purchased a coolant.
Customer states they brought the vehicle to the dealer and the dealership is now charging the customer for having to flush the coolant.
Customer states they should not have to pay.
Agent tried to make contact with Courtney in service to see what exactly was wrong with their vehicle.
Agent was unable to reach Courtney.
Agent advised customer that due to time we are unable to reach the dealership.
Agent advised the customer that we will send them up to the resolution team who will contact the dealer and gather information and get back to them.
Customer understood.
Reason for Dealer Contact: to find out more about why the customer is going to have to pay for the work that was done on their vehicle.
Dealer Code: Lakeshore Chrysler Dodge Jeep in Slidell, LA 70461 (985) 641-9595
Dealer Personnel Required: Courtney In Service
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning) [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address [redacted]
Reason for assigning to Resolution Team: Agent was unable to contact the dealership due to time.
Assigned to 86T
DEALERSHIP CONTACT: LAKESHORE CHRYSLER 68183 at 985-641-9595, left message on 11/20/14 at 1:20 PM for Courtney (service advisor) to call back with a diagnosis on this vehicle.
Customer contacted Jeep to gain an update on CAIR #: [redacted]

Customer states they need there vehicle immediately.
Agent informed customer of lines 31 -34.
agent tries contacting dealership but unable to contact service advisor
Courtney due to they where busy with another customer
Agent informed customer they will document customers concern and that
they would like to be contacted as soon as information is available at:
[redacted]
Customer thanks agent.
The customer had called in stating that her vehicle is ready to be picked
up but she is not going to pay for the coolant. The customer stated the
coolant leaked out because of something that she had nothing to do with.
Agent had called the dealership, he service department was closed.
Agent had advised the customer that more information is needed and this
is still being looked into.
CUSTOMER CONTACT: [redacted], spoke with
customer and advised her that we are going to contact the dealership to
get more information. Agent was advised that the customer does not want
to pay the repair.
DEALERSHIP CONTACT: LAKESHORE CHRYSLER 68183 at 985-639-7536, left
message on 11/21/14 at 11:45 pm for Courtney (service advisor) to call
back.
DEALERSHIP CONTACT: LAKESHORE CHRYSLER 68183 at 985-639-7536, spoke with
Courtney (service advisor) and advised her to send the invoice over and
we will take care of the repair.
CUSTOMER CONTACT: [redacted], advised the
customer that we are taking care of the cost of the repair. Agent offered
the customer an oil change package and customer accepted.
****** Below Customer Contacted for Documentation Request ******
bt300@chrysler.com on 2014-11-21 @ 12:35
***** Customer Document Received *****
Business Case for Goodwill - Template
****
Customer has submitted request for goodwill for repair on her vehicle.
Writer is suggesting payment to dealership as a goodwill gesture per
customer satisfaction.
Date of Issue: 11/21/2014
Invoice # [redacted]
In-Service Date: 09/27/2014
Original Owner: yes
Mileage: 1800
Loyalty: 1 new
Multiple Repairs: No
Authorized Chrysler Dealership: Yes
Dealer Opinion: No Opinion
Service Contract/Warranty: N/A
Labor $ 81.68
Parts $ 60.48
Misc. $ 8.17
Tax $ 13.16
Writer is submitting check for approval in the amount of $163.49
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJLCS8	FW[redacted]	**Open Date**	11/21/2014	**Built Date**	09/12/2014	
Model Year	2015	**Body**	KLTM74	JEEP CHEROKEE LATITUDE FWD SPORT UTILITY 4-DOOR			
In Service Dt	09/27/2014	**Mileage**	1,800	**Dealer Zone**	63	DALLAS	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PXR	BLACK					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	68183	LAKESHORE CHRYSLER-DODGE-JEEP INC			
Dealer Address	330 HOWZE BEACH ROAD				
Dealer City	SLIDELL	**Dealer State**	LA	**Dealer Zip**	70461

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SLIDELL LA[redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	Waiting in MVP Contract to be added.

Briefly summarize why the customer is contacting Chrysler: Customer had a clamp repaired for the coolant leak on her vehicle. Agent was speaking with customer as per case #[redacted] Agent is waiting for MVP oil change contract to be added.
Agent is waiting for MVP Contract for: 3 Years - 6 LOFs / 3 Rotations to be added.
***waiting on MVP to be added.
Waiting on MVP to be added
**waiting for MVP to be added
***waiting for MVP Contract for: 3 Years - 6 LOFs / 3 Rotations to be added.
**waiting for MVP to be added
Status update provided via email to the following email address:
[redacted]
Good morning MISS[redacted],
I just wanted to advise you that your oil change package has been added to your VIN number. You have 3 Years - 6 Lube Oil & Filter and 3 Tire Rotations. Your dealership will see this service contract on your VIN.
Sincerely
Barb
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCS8	FW[redacted]	***Open Date***	12/02/2014	***Built Date***	10/09/2014	
Model Year	2015	***Body***	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/24/2014	***Mileage***	20	***Dealer Zone***	32	NEW YORK	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BLACK					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	60579	QUIRK CHRYSLER DODGE JEEP RAM			
Dealer Address	830 PLAIN ST				
Dealer City	MARSHFIELD	***Dealer State***	MA	***Dealer Zip***	02050

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	DUXBURY MA X	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Corporate - Survey By-Pass - Field Call or Email - Default - Default	

Roadside Assistance Contacted - DATE : 2014-12-01
Road Side File Created 12-02-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
31 SHIP YARD LN 830 PLAIN ST
WASHINGTON ST
DUXBURY MARSHFIELD
MA USA MA
9 MILES..,TRANSMISSION OIL LEAK
DEALER CODE : 60579 QUIRK CHRYSLER DODGE JEEP RAM
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCB6	FW[redacted]	**Open Date**	12/26/2014	**Built Date**	11/03/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/08/2014	**Mileage**	1,200	**Dealer Zone**	42	DETROIT	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ED6	2.4L I4 MULTIAIR ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	26943	SOUTHFIELD CHRYSLER DODGE JEEP RAM			
Dealer Address	28100 TELEGRAPH ROAD				
Dealer City	SOUTHFIELD	**Dealer State**	MI	**Dealer Zip**	48034

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	FERNDALE MI [redacted]	**Country**	UNITED STATES

Product - Unknown - Unknown - Fire - Unknown	Customer states that vehicle caught on fire while driving
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information? MS [redacted]
Preferred: [redacted]
Alternate: [redacted]
2. What happened? Customer states vehicle was being driven parents borrowed and the were on the freeway police report was done up, smoking and all the lights were off and caught on fire, got out of the vehicle and boom and engulfed in flames no injuries involved also has already contacted her insurance company at this time.
3. What is the current location of the vehicle? Village towing and
Village Towing & Recovery
2377 S Huron Road
Kawkawlin, MI 48631
Phone: 989-684-9807
Reassigned to 82S
****

Per OGC Matrix, reassigned to 82T for their review and handling.
12.29.14 Assigned to RLG92. MJK
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 12-29-2014 16:55
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 12-29-2014 16:55
CCRG Open Date: 12/29/2014 15:39:25
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/08/15 AT 17:06:08 [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCB8	FW[redacted]	**Open Date**	12/29/2014	**Built Date**	07/21/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/11/2014	**Mileage**	3,131	**Dealer Zone**	74	DENVER	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PXR	BLACK					
Engine	ED6	2.4L I4 MULTIAIR ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	68250	GO CHRYSLER JEEP SOUTH BROADWAY			
Dealer Address	5445 SOUTH BROADWAY				
Dealer City	LITTLETON	**Dealer State**	CO	**Dealer Zip**	80121

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	HIGHLANDS RANCH CO[redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Torque Converter - Other - Default	needs a new torque converter
Corporate - Rental Vehicle - Default - Default - Default	rental vehicle request

Writer contacted (AUTONATION CHRYSLER JEEP BROADWAY 68250) and spoke with
(Parts manager Jeremy).
(Parts manager Jeremy) stated part information for order is as follows:
Part #:RL277271AA
Part Description: transmion
Order #:542281
ETA: 12/31/14
Is customer in rental? Yes
If yes, who authorized rental? dealership
Is the vehicle off road? VOR
Order type: Choose OneÙ (Daily/Special Handling/VOR) VOR
Assigned case to Choose oneÙ (88F) for handling.
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] if no answer
contact (Mother) [redacted]
Preferred Afternoon/Evening call back number is [redacted] if no answer
contact (Mother) [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealership
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Dealership
If a CDJ dealer has diagnosed, what is the dealer name or code? 68250
Reassigned to 88F
Customer seeking rental extension needs to return rental on 12/30/14
Briefly summarize why the customer is contacting Chrysler: Customer
states that her vehicle is at the dealership and that they are replacing
the transmission. Customer states that she was approved for 5 days rental
and was told by the dealership that Chrysler will provide her a rental
vehicle until her vehicle is fixed. Agent contacted dealership (68250)
and spoke to SA Bobby and he states that there was oil leak coming from
the vehicle and the transmission is leaking from the lower case housing.
Briefly summarize what the customer is expecting: Customer seeking a
rental vehicle.
********** CASE MANAGEMENT - District N **********

- Is the Original Owner: Yes
- Has 3 NEW CDJR
- Has 0 USED CDJR
- Currently owns: 1
- Warranty: 3/36 basic, 5/100 power train, 5/100 rust protection
- OOW: None
- 0 cancelled service contract
- 1 active service contract
- 0 expired service contract
- Servicing dealer: AutoNation CDJR Broadway (68250)

Writer contacted dealer 68250 service. Writer spoke with SA Bobbie. SM Ryan was not available. SA states the vehicle came in on 12/23/2014 for transmission issues with the vehicle. Customer needs a new transmission and torque converter for the vehicle. SA states that customer has been in a rental since the vehicle was dropped off. SA states the transmission should be arriving either today or tomorrow at the latest because of the storm. Writer wanted to speak with the SM about rental who approved to have 5 days of rental be provided by CAC. Writer will send over the case and puts notes in the care for this. Writer will also follow up on the part for the customer

Customer seeking rental assistance because vehicle is down because needs a new transmission. Contacted Service Manager, Ryan at 68250 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per Warranty guidelines Rental authorization will be processed by CAC

CONTACT UPDATE - Customer was contacted today at [redacted] Customer was provided with agent s extension: 40675. To go over case and to let customer know that rental has been approved for customer.

Writer received call back from customer. Customer states that only a few months after owning vehicle customer gets a recall notice and the transmission started acting up. Customer states that customer dropped vehicle off at dealer on 12/23/2014 where it has been ever since. Customer states that customer is in a rental vehicle that customer would need to extend. Writer advised customer that writer is working with the dealer to get customer vehicle repaired. Writer advised customer that writer went ahead and authorize 5 days of rental for the customer and then will follow up on 1/2/2014 to see if any other would need to be authorized and for how long. Customer thanked writer.

REASSIGNED TO BC/DLR 74 68250 12/30/14 11:59 O[redacted]

Agent advised DLR of lines 63-72.

Writer contacted dealer 68250 parts. Writer spoke with John in parts. PA states that the transmission came in the day before New years and is still in the box. Writer was transferred back to service for more details.

Writer was transferred to service and spoke with SM Ryan. SM states does not know when the vehicle will be put in the back to be worked on but will be either tonight or tomorrow. It does take a little bit of time to put in a transmission. Writer thanked dealer.

Writer contacted dealer 68250 services back and spoke with SA Andrew. SA states that it will take 2 days to have the transmission put in vehicle and should be going back by tomorrow. Writer advised SA to let SM know that writer will extend the rental for the customer for another 5 days.

SA will let SM know

Customer seeking rental assistance because needs a new transmission. Contacted Service Manager, Ryan at 68250 to discuss the customer s request for rental assistance. Confirmed

customer s concern and with Service Manager concurrence, authorized 5 days of rental per Warranty guidelines. Rental authorization will be processed by CAC.

Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40675. The reason for the customer contact was to provide or request the following information: to let customer know if updates on case and rental has been extended for another 5 days

AREA MANAGER FOLLOW UP WITH DEALERSHIP AND WAS ADVISED THAT VEHICLE WILL BE COMLETED TODAY. _

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To see if the customer would have been satisfied with the repairs that

took place
Writer contacted dealer 68250 service. Writer spoke with SA Jim. SA states that the vehicle has been repaired and the vehicle has been picked up already. Writer thanked dealer for the information.
Was the customer in a rental? If yes, how many days? 0
Did the customer have a co-pay? If yes, how much? No
What is the RO #? Did not have
Does the SM have the CAIR #? If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
revise lines 109 should say 14 days of rental
Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40675. The reason for the customer contact was to provide or request the following information: to see hopw the vehicle is running after the repairs
Agent attempted to contact customer, however, customer was not available. Writer left message letting customer know this is customer final attempts to reach customer about repairs. Writer will be closing case. If customer has any questions or concerns in the future then to give jeep a call and left the brand line.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMDS8	FW[redacted]	**Open Date**	12/31/2014	**Built Date**	08/13/2014	
Model Year	2015	**Body**	KLJP74	JEEP CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/13/2014	**Mileage**	1,700	**Dealer Zone**	32	NEW YORK	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE			
Dealer Address	21219 NORTHERN BLVD				
Dealer City	BAYSIDE	**Dealer State**	NY	**Dealer Zip**	11361

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SAINT ALBANS NY [redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Broken or Cracked - Default	Open Flame
Product - Unknown - Unknown - Accident - Default	Transmission Lockup

Customer states the vehicle was driving at approximately 40-45 MPH Dec 25/26th where the vehicles transmission locked up causing the vehicle to start smoking and loss of control at the time. Customer states the police had the vehicle towed however customer states he wishs for the vehicle to be brought to DLR 66325.
Customer states he needs a rental vehicle for work
Customer seeking Out of lease as a result of the vehicle failure at this time as welll as Rental Authorization.
Agent reviewed information with TL SG893 who advised if the vehicle was towed by police and any payment is required to have the vehicle released it would be at customer cost. Agent advised customer of the information who understands
1. Who is calling and what is their contact information?
Mr. [redacted] - Owner
[redacted],
SAINT ALBANS , NY-[redacted]
UNITED STATES
Preferred: [redacted]
Alternate: [redacted]
What happened?
Customer states was driving 40-45mph transmission lockup causing the vehicle to the start smoking and was unable to change gears
3. What is the current location of the vehicle?
Customer states the vehicle was towed by Police to a tow yard where customer does not know the name at this time - customer has been advised to obtain this information prior to agent contacting in regards to the file concerns. - Customer understands and states he would br going to the loaction on 12/31/2014
Customer called in with an update.
Customer states the vehicle is at the following address:
Mac Arthur Collision and Towing Inc.
136-31 Springfield Boulevard, Springfield Garden

New York, 11414
Phone number: 718-723-6161
****INBOUND CUSTOMER CALL****
Customer calling in regards to situation above. Customer indicates he is still waiting on his case manager. Customer is wondering if they need to contact their insurance company and pursue situation with them or not. Writer advised that due to the nature of the situation i cannot comment on such things however their case has been properly escalated for assistance. Customer will await contact.
Briefly summarize why the customer is contacting Chrysler: Customer called in wanting an update on their case. Agent looked over the case and advised customer that the case had been sent up on the 31st. Agent advised customer that it is a 2-5 business day wait to get a call back. Customer states they can t keep paying out of pocket for this rental. Customer states they are going to hand this off to their insurance company. Agent advised customer that they can do that if they like but it is a 2-5 business day wait for a callback.
Briefly summarize what the customer is expecting: Customer is expecting to be called by the person who will be handling their case.
****

1.07.15
Not S/I -
No mechanical failure, part or feature caused a fire (open flame), accident damage or injury - Returned to agent JM2677for handling
Agent contacted the customer to obtain additional information if available to reconfirm the information.
Customer Advised the vehicle while driving transmission lockedup while driving causing the vehicle to start smoking, Customer states the vehicle struck a guard rail causing the vehicle to cause open flame in the vehicle. Customer states Police/Fire departments were on scene to address the situation. Customer states the vehicle is currently at Mac Arthur Collision and Towing as outlined as per lines 31-34.
***
Customer states he is reviewing all options avialble to him and does not agree with the findings at this point and feels with the vehicle currently a recall should be in place for the Transmission concerns with the vehicle.
Reassigned to 82S for Additional Review with updated Information as per lines 57-64
****

1.07.15
'struck a guard rail causing the vehicle to cause open flame in the vehicle'
Customer states the vehicle is at the following address:
Mac Arthur Collision and Towing Inc.
136-31 Springfield Boulevard, Springfield Garden
New York, 11414
Phone number: 718-723-6161
Per OGC Matrix, reassigned to 82t for their review and handling.
TGK
1/7/15 ASSIGNED TO RLG92. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 01-07-2015 15:42
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 01-07-2015 15:42
CCRG Open Date: 01/07/2015 11:31:32
Letter Sent: Acknowledgement 01/08/2015 11:39:52
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/20/15 AT 13:14:20 [redacted]
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
The customer contacted Chrysler stating that she is taking over the situation for her son. Customer states that the vehicle had locked up and cut fire when the customer was driving the vehicle. Customer states that a letter was sent to the customer that the customer will be contacted in 12 days. Customer states that what are they suppose to do for another vehicle and transportation in the mean time. Customer states that the customer feels that this case is not being handled properly. Customer is seeking assistance. Agent advised the customer that the agent will send the case up and the customer will be contacted in 2-3 business days. Customer understood the information and disconnected the call.
****

1.21.15

Per OGC Matrix, reassigned to 82t for their review and handling. TGK
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/21/15 AT 18:17:19 [redacted]
1/23/15 UPDATED CCRG FILE & CASE MANAGER. PAG
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Customer is contacting Chrysler stating that she would like to know when her vehicle would be getting picked up.
-
Agent advised the customer that we don t have this information but that we would look into this further for them
Customer requests to be contacted back at [redacted]
1/26/15 SEND CAIR BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI. PAG
Customer seeking CM. Agent advised that due to the nature of the case customer will have to wait to here from CM on this issue. Customer disconnected.
Please see TL.
POSTMARK DATE: 020415; DATE RECEIVED: 020415
POSTMARK DATE: 012615; DATE RECEIVED: 020415
****
**
2.05.15
State Farm Ins / NOTICE OF SUBROGATION CLAIM
Matt Pusatere (518) 884-8908
Claim # [redacted]
DOL: 12/30/14
Mileage: 1803
Per OGC Matrix, reassigned to 82t for their review and handling. TGK
2/9/15 UPDATED CCRG FILE & CASE MANAGER. PAG
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/16/15 AT 04:20:13 [redacted]
CCRG Close Date: 02/23/2015
Dealership called in to see how to handle the open repair order on the vehicle. Agent advised dealership that the case is under investigation and Chrysler can t give any information on the case. Agent advised dealership to call their district manager on how to handle the open repair order.
Customer requesting to speak with someone in regards to the file. Agent advised customer that the file is being handled by another department. Agent offered to put in a call back request for the customer. Customer states that he has been waiting for a call back since December. Customer states that no one contacts him back. Agent advised customer that the call back request would be escalated as well as an email requesting a call back would be sent from a supervisor.
Caller contacted CAC seeking an update on case.
Advised customer that case is currently being handled by another department.
Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.
Writer verified customer contact information.
Does customer s address match COIN (Y/N): Y
If no, customer s current address:
Customer s current phone number (Daytime) [redacted]
Customer s current phone number (Evening) [redacted]
Any additional information: Customer is upset that Chrysler will not speak with him or the dealer in regards to the situation
CAIR assigned to 82S for contact request.
****
Per OGC Matrix, reassigned to 82T.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMBS5	FW[redacted]	***Open Date***	01/02/2015	***Built Date***	08/12/2014	
Model Year	2015	***Body***	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/24/2014	***Mileage***	3,800	***Dealer Zone***	51	CHICAGO	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	45512	DEERY BROTHERS MOTORS OF IOWA			
Dealer Address	651 HIGHWAY 1 W				
Dealer City	IOWA CITY	***Dealer State***	IA	***Dealer Zip***	52246

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	CEDAR RAPIDS IA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Default - Default

Roadside Assistance Contacted - DATE : 2015-01-02
Road Side File Created 01-02-15 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
625 HOLIDAY RD 651 HIGHWAY 1 W
HILLTOP DR
CORALVILLE IOWA CITY
IA USA IA
OVERHEATING AND LEAKING OIL AND WATER// PLEASE CA
DEALER CODE : 45512 DEERY BROTHERS MOTORS OF IOWA

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCS4	FW[redacted]	**Open Date**	01/02/2015	**Built Date**	07/28/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/25/2014	**Mileage**	3,603	**Dealer Zone**	32	NEW YORK	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PXR	BLACK					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	24288	WORLD JEEP			
Dealer Address	688 SHREWSBURY AVE				
Dealer City	TINTON FALLS	**Dealer State**	NJ	**Dealer Zip**	07701

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	EDISON NJ [redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	customer seeking lemon law
Product - Engine - Oiling System / Pan / Pump - Leaks - Default	customer seeking lemon law

Briefly summarize why the customer is contacting Chrysler:Customer states the vehicle is sither burning oil badly or has an oil leak. Customer has brought it to the dealer 2 times for this issue. Customer wants a replacement
Briefly summarize what the customer is expecting:Customer expects replacement
Agent advised the customer we would escalate their case
Customer informed a call back is required and will take place within 1-2 business days.
Preferred Morning/Midday call back number is [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF)Customer
Is this a request for Lemon Law, buy-back or replacement?Replacement
Reassigned to 91L
********** 91L Review **********
I2R IS NOW RESPONSIBLE FOR THIS CAIR. IF THE CUSTOMER SHOULD CALL, PLEASE DIRECT THEM TO DONNA AT 214-583-2113. THANK YOU
Contacted the dealer (24288), spoke Johanna. She stated she does show where the customer has been in twice for an oil leak. Vehicle was inspected no oil leak found. No repairs done. Customer is due to return in 1200 miles to have vehicle looked at again. LM for SA to give me a return call with more info.
**Contacted the customer in regards to vehicle concerns. LVM advising the case has been escalated up for special handling. Provided contact information, requested a return call.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
-
This email is in regards to your case [redacted]. My name is Donna and I have been assigned to assist you with your vehicle concerns. Please contact me at your earliest convenience. My contact information will be listed below.
-
Regards,

-
Donna with the Chrysler Resolutions Team
Toll Free: 888-542-7239
Direct P: 214-583-2113
FAX: 866-849-3869
-
End of Status Update
Received a VM from the customer requesting a return call.
Contacted the customer. LVM requesting a return call.
Received a VM from the customer requesting a return call.
-Contacted the customer in regards to vehicle concerns, LVM on home phone.
**Contacted customer on cell in regards to vehicle concerns. I advised the customer his case has been reviewed and referred to me for special handling. Customer explained an event that happened the vehicle was taken in for service at World Jeep. Vehicle was brought in to have the oil changed. On the way home from the dealer the oil pressure light came on. Customer pulled over and underneath the vehicle, there was oil pouring out on the bottom of the car. He received a call from the dealer and they advised him to pull over due to same issue. Dealership noticed a lot of oil on the ground after the customer left. Dealer sent someone out to change the plug and oil filter. Customer called towing service to have the vehicle checked to confirm okay. Customer stated he noticed his oil level is dropping below the safe range, he stated he was told to drive the vehicle for another 1200 by the SM. Customer stated he requested a replacement. I apologized to the customer for what he has experienced. I informed the customer that a replacement is not something that I could offer him at this time. I advised the customer once he has hit the 1200 mark and the vehicle has actually been diagnosed, he can contact me directly for further assistance at that time. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJLAB4	FW[redacted]	**Open Date**	01/05/2015	**Built Date**	08/30/2014	
Model Year	2015	**Body**	KLTL74	JEEP CHEROKEE SPORT FWD SPORT UTILITY 4-DOOR			
In Service Dt	01/02/2015	**Mileage**	70	**Dealer Zone**	71	LOS ANGELES	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PFS	SANDSTONE PEARL COAT					
Engine	ED8	2.4L I4 PZEV M-AIR ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	26887	PREMIER CHRYSLER JEEP OF PLACENTIA			
Dealer Address	777 WEST ORANGETHORPE AVE				
Dealer City	PLACENTIA	**Dealer State**	CA	**Dealer Zip**	92870

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	ANAHEIM CA[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Overheated - Default	Over heated and smoke came out of the engine
Product - Brakes - Unknown - Other - Unknown	brakes are sitffed

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the vehicle overheating. Customer states that the vehicle was smoking out of the engine and the vehicle is currently at the PREMIER CHRYSLER JEEP OF PLACENTIA dealership. Customer states that the brakes are stiffed, the engine vibrates and the vehicle is hesitating. Customer states that he seen another vehicle on the news catching on fire and was very concerned. Customer states that he stopped vehicle payment.
Briefly summarize what the customer is expecting: Customer is expecting us to take the vehicle back. Agent was not able to reach the dealer as it is 5am in California. Agent advised customer that we would fix the vehicle under the provisions of the warranty. Agent advised customer that this case will be escalated to a case manager for further handling. Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26887
Reassigned to 88F
Customer called in stating he has been waiting for his call back from his case manager. Agent transferred customer over to case managers ext. 40674.
* * * * * CASE MANAGER TEAM - District O * * * * * *
In warranty
5 years 85,000 miles
1 new in HH
Briefly summarize why the customer is contacting Chrysler: Customer seeking to speak with his case manager because he was told he will receive a call back within 24 hours.
Briefly summarize what the customer is expecting: Customer is expecting to receive a call back by his case manager.

Agent advised customer that i will let his case manager know to give the him a call back at [redacted]
Agent attempted to call customer s case manager, however it went to VM.
Agent advised SP1305 to call the customer back at [redacted] because the customer is wanting a update on his case.
Writer attempted to contact dealership and was on hold for SA George for 5 minutes so call was disconnected.
Writer contacted customer who stated that they are at work and on another call. Customer stated that they will call back when they can.
Writer contacted dealership and spoke to SM Rick who stated it is ok to speak to SA george who is on lunch and will have him call back.
Writer contacted customer who stated that they no longer want the vehicle. Writer advised will send case to our review department.
********** 91L Review **********
****ATTENTION CUSTOMER CARE AGENT****
This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer s concern and/or issues.
***** Per lines 42-43 *****
CONTACT UPDATE - Customer was contacted today at 3:15 PM PST.
Customer was provided with agent s extension: 40674.
Writer contacted dealership and spoke to SA George who stated that the vehicle has been repaired since 1/15/2015 but has not been picked up.
Writer contacted customer and advised that we need to have them pick up the vehicle as we have been advised that it is repaired and ready to be picked up. Customer stated that they will not pick up the vehicle untill they can get a letter stating that there is no prior knoledge of the concern, they know what caused the smoke, and they recieve a life time service contract. Writer advised that we do not have a way to send them a letter, the dealership will know the cause of the smoke, and we will look into service contracts once they pick up the vehicle. Customer stated that they will not pick up the vehicle with out this information. Writer advised that we do need to have them pick up the vehicle and we will follow up in one week to make sure it is picked up.
CM contacted the dealership and spoke to SA George. The customer has yet to retrieve the vehicle and the customer is not going to pick up the vehicle.
Status update provided via email to the following email address:
[redacted]
This is case manager Charlie. I am contacting you on behalf of your case manager Sara. Been in contact with the dealership and the vehicle is still there and ready for retrival. You will need to retrieve your vehicle by 2-10 or your case manager will have to close your case at that time. You can contact your case manager at 800-763-8422 ext. 40674. Thank you for your continued patience in this matter and being part of the Jeep family, have a great day!
End of Status Update
Writer contacted dealership and spoke to SA John who stated that the customer has picked up the vehicle.
Writer contacted customer who stated that the dealership still has the vehicle and they have worked out a deal with the GM. Writer advised we will reach back out to the dealership.
Writer left customer voicemail requesting case update and advising CM will call dealer and customer 02/25/2015.
3/3/2015 - DM authorizes $3,000 trade certificate as a 1 time goodwill gesture strictly in the interest of customer satisfaction. IRS2

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJLAB1	FW[redacted]	**Open Date**	01/05/2015	**Built Date**	10/22/2014	
Model Year	2015	**Body**	KLTL74	JEEP CHEROKEE SPORT FWD SPORT UTILITY 4-DOOR			
In Service Dt	01/05/2015	**Mileage**	50	**Dealer Zone**	71	LOS ANGELES	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ED8	2.4L I4 PZEV M-AIR ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	60597	PERRY CHRYSLER DODGE JEEP RAM OF			
Dealer Address	2340 NATIONAL CITY BLVD				
Dealer City	NATIONAL CITY	**Dealer State**	CA	**Dealer Zip**	91950

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LA JOLLA CA[redacted]	**Country**	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler: SD Phil Caudillo called stating that they have just sold the vehicle on Friday to Ms Margareta Knoos and states that yesterday the vehicle caught fire. He states that the customer went on an errand, came home and shut the vehicle off. She ran in the house for a minute and came back out to the vehicle in flames. He states that it was on the news last night, and was towed back to the Dlr where it is now.
Briefly summarize what the customer is expecting: SD seeking to report vehicle fire.
1. Who is calling and what is their contact information?
Preferred: SD Phil Caudillo 858-945-3493
Alternate:
2. What happened? Customer had vehicle shut off parked on the street and came out to it caught fire.
3. What is the current location of the vehicle? at the Dlr 60597.
2340 NATIONAL CITY BLVD
NATIONAL CITY CA 91950
****

Per OGC Matrix, reassigned to 82T.
1/5/15 ASSIGNED TO RLG92. PAG
1/5/15 INSPECTION REQUESTED
CCRG Open Date: 01/05/2015 14:23:58
Letter Sent: Acknowledgement 01/06/2015 11:24:30
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/12/15 AT 14:10:37[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMBS6	FW[redacted]	**Open Date**	01/14/2015	**Built Date**	07/30/2014	
Model Year	2015	**Body**	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/15/2014	**Mileage**	6,986	**Dealer Zone**	74	DENVER	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PDS	ANVIL CLEAR COAT					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	24237	GO CHRYSLER JEEP WEST			
Dealer Address	16300 WEST COLFAX AVENUE				
Dealer City	GOLDEN	**Dealer State**	CO	**Dealer Zip**	80401

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	DENVER CO[redacted]	**Country**	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	Auto Start issues.
Product - Engine - Crankshaft and Bearings - Other - Default	Crank shaft sensor needs to be replaced
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Leaks - Default	a gasket was replaced

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because since he purchased the vehicle, it has continuously been in the shop once a month. Customer is curious about anything Chrysler can do to help them out as this is a brand new vehicle.
Briefly summarize what the customer is expecting: Agent advised Customer that he will be escalating up to CM and they will be in contact with him in 1-2 business days. Customer understood.
-
Multiple Issues with Vehicle.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/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? 24237
Reassigned to 88F
********** CASE MANAGEMENT - District N **********
- Is the Original Owner: Yes
- Has 1 NEW CDJR
- Has 2 USED CDJR
- Currently owns: 3
- Warranty: 3/36 basic, 5/100 power train, 5/100 rust protection
- OOW: None
- 0 cancelled service contract
- 1 active service contract

- 0 expired service contract
- Servicing dealer: AutoNation CDJR West (24237)
Writer attempted to contact dealer Service Manager (SM) Kevin, however, SM not available. Left message for a return call at extension 40675.
The reason for the dealer contact was to provide or request the following information: to get the current diagnose status if vehicle is at dealer and what is going on. If customer picked up vehicle when was that?
CONTACT UPDATE - Customer was contacted today at [redacted] Customer states that since customer has purchase vehicle customer has had the vehicle into the dealer 24237 3 times. The last time customer had the vehicle into the dealer the crank shaft sensor was replaced. Just picked up vehicle yesterday afternoon. Customer states have also had a gasket replaced because of a transmission leak and multiple updates to the computer of the vehicle to work. Customer just wants to have Chrysler trade vehicle in for another Jeep. All customer wants is a reliable vehicle to drive. Writer understands the frustration. Writer advised customer that to file for replacement or buyback customer would need to go through the blue and white handbook that is in the vehicle to official file. Writer also advised customer to talk with the dealer on this as well. Customer expecting Chrysler to also look into this for the customer as well. Since customer was persistent, writer will forward to a Care Analyst team to look into this further if it will be looked at by Chrysler. Writer or someone from the team will call customer.
Customer is seeking lemon law buyback/replacement.
What s the main concern? had the crnakshaft sensor replaced, a transmission gasjet, and a PCM.
If known, how many repairs and/or dealer visits for concern? 3
If known, how many days down? each time at least 2 days
Describe previous offers made: None
Writer called the customer to let her know that she does not qualify for buy back. Customer stated that she knows and that it was OK. Writer offered the customer an oil change SVC as ECS312N. Customer accepted and writer verified the customer address.
CLOSED LOOP UPDATE - no need for additional follow-up.
ECS312N Contract created. Contract number is [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCB4	FW[redacted]	**Open Date**	01/19/2015	**Built Date**	10/06/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/10/2015	**Mileage**	1	**Dealer Zone**	74	DENVER	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ED6	2.4L I4 MULTIAIR ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	**Dealer State**	CO	**Dealer Zip**	80906

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	COLORADO SPRINGS CO[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Other - Default	smoke coming from motor with no indicators

Briefly summarize why the customer is contacting Chrysler: Customer is extremely upset that the vehicle is having issue with smoke coming from motor with no indicators and Antifreeze leaking from the vehicle.
Customer states that vehicle was steaming and bubbling. Customer daughter drove vehicle 120 miles.
Agent transferred Customer to SM Ryan from 38356 regarding concern that she has not received a call back. SM Ryan handled call
Briefly summarize what the customer is expecting: Customer states that this vehicle should not be doing this and Customer states that she wants a new vehicle. Customer is willing to try a new vehicle.
Briefly summarize why the customer is contacting Chrysler:The customer states she was just talking to Anthony and he called the SM and conferenced her into a 3 way call but then Anthony just disappeared and she would like to talk to a Supervisor as she states this should not be happening. She states they bought the Jeep this past Friday and her daughter drove the car up to Denver yesterday about 60 miles and said it was struggling up the hill and there was no indication on the dash that there were any problems then she noticed smoke coming out of it and all of a sudden her daughter started yelling,'Mom,Mom,come here', so she ran outside and there was vapor and steam coming out of it like there s no tomorrow and states the car was off and there was pink stuff leaking out of the bottom of the car. She states the dealership was closed yesterday so her daughter drove it 120 miles in total. She states they no longer want this vehicle and she can t believe the poor reviews Chrysler is getting online as she states their are complaints all over the place about their customer service. She states that she took the day off of work to deal with this and that she called the dealership this morning and that she waited 5 hours for them to call her back and adds everything could have been resolved by now if they hadn t waited 5 hours to call her back then stated they are sending a tow truck out to pick up the vehicle because she wants it out of her driveway. She states she wants to speak to a Supervisor that can do something about this now as she states she had an issue in the past where it took 5 months for them to resolve her issue and states she is not willing to wait that long again.
Writer advised the customer that in order to further assist the vehicle

would need to be back at the dealership and advised her to call back once it s there and explained that her request to speak with a Supervisor is not warranted as they will provide her with the same information. Writer provided her with the cair number and advised her to call back if she requires further assistance.
The customer thanked writer for listening and states she will call back once the vehicle is back at the dealership.
Briefly summarize what the customer is expecting:
Agent notes that the customer whom called in was Mrs. [redacted] and that she declined to provide her name or any other information other than a phone number as she stated she did not want to have to repeat herself and the situation all over again.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMBS3	FW[redacted]	***Open Date***	01/20/2015	***Built Date***	09/15/2014	
Model Year	2015	***Body***	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/08/2014	***Mileage***	4,471	***Dealer Zone***	63	DALLAS	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		***Market***	U	US	
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	45160	LANDERS DODGE CHRYSLER JEEP			
Dealer Address	2701 BENTON RD				
Dealer City	BOSSIER CITY	***Dealer State***	LA	***Dealer Zip***	71111

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	SHREVEPORT LA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default ☐

Roadside Assistance Contacted - DATE : 2015-01-20
Road Side File Created 01-20-15 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
4000 GOLF LINKS BLVD 2701 BENTON RD
****
SHREVEPORT BOSSIER CITY
LA USA LA
OIL LEAK / WHEELS LOCKED UP // SP TO CALL CUST 5 M
DEALER CODE : 45160 LANDERS DODGE CHRYSLER JEEP RAM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMDS6	FW[redacted]	**Open Date**	01/20/2015	**Built Date**	11/14/2014	
Model Year	2015	**Body**	KLJP74	JEEP CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/01/2014	**Mileage**	1,998	**Dealer Zone**	42	DETROIT	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PXR	BLACK					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	45531	RAY LAETHEM CHRYSLER DODGE JEEP			
Dealer Address	18001 MACK AVE				
Dealer City	DETROIT	**Dealer State**	MI	**Dealer Zip**	48224

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SOUTHFIELD MI [redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Electrical - Alternator/Voltage Regulator - Overheated - Default	Customer states the alternator already overheated
Corporate - E-Reimbursement - Default - Default - Default	Dealer Direct Check
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Hard Copy Manual Order - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle is already down and at the dealership. Customer states she has been having issues with the alternator for almost 2 weeks already. Customer inquired if there were any recalls on her vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer at this time there are no recalls on the vehicle.
Agent advised customer dealership contact would need to be made to see what is going on with the vehicle.
Customer understood and ended the call
Reason for Dealer Contact: Vehicle is down and at the dealership
Dealer Code: 42-45531
Dealer Personnel Required: Service department
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Dealership is currently closed
Assigned to 86T
DEALER CONTACT|45531|313-884-7210
Service
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
DEALER CONTACT|45531|313-884-7210
Service
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
DEALER CONTACT|45531|313-884-7210 - writer spoke with SA Rob, he advised

the vehicle has been repaired and returned to the customer, she picked up yesterday. SA advised they replaced the serpentine belt, alternator, front crank seal due to an oil leak. SA states the customer was provided with alternate transportation.
CUSTOMER CONTACT|MS [redacted]
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
Customer contacted writer and left a voice mail message. 1/23 8:22 PM.
CUSTOMER CONTACT|MS [redacted] - customer confirmed she picked up her vehicle and when she made a stop on Saturday the vehicle stalled, she was able to restart. Customer states her vehicle was down for a couple of weeks and is seeking a cargo cover for her inconvenience. Writer advised the file will be escalated to a Case Manager and she will receive a call by end of business tomorrow.
An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Owner s Manual
Uconnect 8.4A/8.4AN Owner s Ma
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45531
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 42 * * * * * *
CONTACT UPDATE - Customer was contacted today at 17:10 and provided with agent s extension, 40565.
Writer contacted customer to discuss vehicle. Seems to be running well except for single stall today as pulling into gas station. Follow up with owner 1/30 to discuss repair and possibly providing pull out rear cover.
[redacted] has been activated for text message communication.
******START OF TEXT MESSAGE SENT TO CUSTOMER by T3856GB******
Hello Ms. [redacted]
Contact Info: 800-763-8422 ext. 40565
Case #: [redacted]
Gardner (GB535)
Case Manager
Chrysler Customer Assistance Center
******END OF TEXT MESSAGE SENT TO CUSTOMER******
Wrier contacted customer to discuss vehicle issues during last visit to dealer. Dealer had vehicle for two weeks. Dealer stated they replaced the serpentine belt, alternator and front crank seal due to an oil leak.
Writer contacted PM, Greg Scott, to determine cost of rear cargo screen, Tonneau Cover. Confirmed price of $215.00. PM sending email for direct check to be sent to dealer. CM coving cost on behalf of customer and increase goodwill. Customer picking up cover today. Approval received for closure of case by customer. Close after check submitted to dealer.
****Begin structured narrative T2 - Vehicle Payment eReimbursement
What is the reason(s) for this vehicle payment reimbursement?
N/A
How many vehicle payments are being reimbursed?
N/A
What is amount of the monthly vehicle payment?
N/A
Has this customer had previous vehicle payment reimbursements?
N/A
If previous, how many?
N/A
What is the total amount being reimbursed?
N/A
****End structured narrative T2 - Vehicle Payment eReimbursement
****Begin structured narrative T2 - eReimbursement
What has the customer specifically requested?
Due to multiple issues during first month of vehicle ownership, customer asking for compensation in form of Tonneau Cover. Cost of cover is $227.90.

If this is for a previously made goodwill decision, what is that CAIR #?
No
What is the total amount being reimbursed and the reasons why?
$227.90 - Due to multiple issues during first month of vehicle ownership, customer asking for compensation in form of Tonneau Cover. Customer loyal to Jeep brand. Check sent direct to dealer.
****End structured narrative T2 - eReimbursement
Email containing documentation from dealer forwarded to RF766 to attach to case.
CLOSED LOOP UPDATE - no need for additional follow-up.
Documents reviewed; submit check.
reviewed and approved.
Dealer Administrator Assistant Debbie requesting to speak with Case Manager.
Writer gave information for recall R05 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE SAFETY 02/24/2015 INCOMPLETE
transaferred to nic GB535

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMCS7	FW[redacted]	**Open Date**	01/21/2015	**Built Date**	11/18/2014	
Model Year	2015	**Body**	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/31/2014	**Mileage**	400	**Dealer Zone**	32	NEW YORK	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	65559	ROMANO CHRYSLER-JEEP			
Dealer Address	215 WEST GENESEE ST				
Dealer City	FAYETTEVILLE	**Dealer State**	NY	**Dealer Zip**	13066

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CHITTENANGO NY [redacted]	**Country**	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Leaks - Default	Customer called wanting to know if oil leaking in his vehicle is normal.

Briefly summarize why the customer is contacting Chrysler: Customer called with a general technical question. Customer asks if it s normal for his new 2015 Jeep to leak oil in the 1st couple of months?
Briefly summarize what the customer is expecting: Customer is expecting agent to answer his general technical question.
Agent advises customer that we are not technically trained, however she would try and answer his question. Agent advises that she has never known this to be an issue with the new 2015 Jeep Cherokee Latitude. Customer states that he has another way to get an answer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMBS3	FW[redacted]	**Open Date**	01/22/2015	**Built Date**	09/15/2014	
Model Year	2015	**Body**	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/08/2014	**Mileage**	4,666	**Dealer Zone**	63	DALLAS	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	65686	HEBERT'S TOWN & COUNTRY DODGE	CHRYSLER JEEP		
Dealer Address	1155 EAST BERT KOUNS				
Dealer City	SHREVEPORT	**Dealer State**	LA	**Dealer Zip**	71105

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SHREVEPORT LA[redacted]	**Country**	UNITED STATES

Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default
Product - Transmission / Transaxle - Unknown - Improper Shift - Default

CQI Survey Record Received - DATE : 01/22/2015
Survey Number : 4786987
Quality Survey ID Number: [redacted]
Survey Date : 01/21/2015
VIN Last 8 : FW[redacted]
CQI Comments : [redacted]
customer concerns:
-Shift between gears is rough/harsh under normal driving conditions
-Hesitation or delay when shifting between gears
Reason for Customer Contact: Customer is requesting contact to discuss the issues listed.
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Customer requested contact with an agent. Customer states they brought the vehicle to the dealership for repairs, and the repairs were not completed to their satisfaction.
Assigned to 86T
-
Outbound call to Dealer Code: 63-45160 Dealer Name : LANDERS DODGE CHRYSLER JEEP RAM
Dealer Phone : 318-797-1233 and writer spoke to Service Operator and she advise that the vehicle is currently there and the SA is Courtney.
-
Status update provided via email to the following email address:
[redacted]
Hi [redacted]
My name is Krista and I am following up with you regarding a recent survey that you completed regarding your 2015 JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
Due to the nature of your concern, your file has been escalated. A Case Manager will contact you at the email provided on file.

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.
Thank You,
Krista
End of Status Update
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Contact Person: SA Courtney
Reassigned to: 88F
-
* * * * * CASE MANAGER TEAM - District U * * * * * *
In Warranty
MVP:None
Household: 1 new, 0 used
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need information on diagnosis, if concern has been duplicated
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need information on diagnosis, if concern has been duplicated
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need information on diagnosis, if concern has been duplicated.
CONTACT UPDATE - Customer was contacted today at 5:15pm Mountain.
Customer was provided with agent s extension: 40636
[redacted] calls to speak with their Case Manager MK1154
Transferred the customer to MK1154 at ext 40636. Customer decline to add a secondary #.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40636. The reason for the customer contact was to provide or request the following information: Customer contacted writer. Customer stated that he drove vehicle to Michigan and back and had no problem. Customer stated that he was driving and smelled oil. Customer stated that he talked to dealership and was told that they would be replacing transfer case. Writer advised follow up with dealership on 1/27
Writer contacted Service Manager Bill. SM advised that transfer case is being replaced. SM advised that DLR is waiting for parts to arrive. Writer advised follow up on 1/29 on status of parts.
Status update provided via email to the following email address: [redacted]
Hello, this is Matthew with Jeep Customer Care. I talked to the dealership today, and they let me know that the transfer case is being replaced. They told me the part was ordered and that repairs will be started as soon as the part arrives. I will be following up with the dealership and with you on Thursday 1/29. Thank you.
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need to know if transfer case has arrived and if repairs are in progress
Writer contacted dealership. Writer spoke to Service Cashier Brett. Brett advised that part has arrived but he RO does not show that repairs are in progress yet.

Status update provided via email to the following email address:
[redacted]
Hello, this is Matthew with Jeep Customer Care. I spoke to the dealership and confirmed that your part did arrive today. Repairs have not started yet, I believe because of the time of day that your part arrived and the time needed to complete the repair. I will be following up with the Service Advisor to get more information. I cannot say exactly how long repairs will take until I speak with them, but I will follow up with you no later than Monday 2/2. Thank you.
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need update on status of repairs
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need update on status of repairs.
Writer contacted dealership; phone number dialed 318-797-1233. Writer spoke to Service Cashier Brent. Brent advised that repairs are in progress.
Writer contacted customer. Writer advised customer of lines 124-126. Customer stated he understood and requested follow up from CM on 2/5/15
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need status of repairs
Status update provided via email to the following email address:
[redacted]
Hello, this is Matthew with Jeep Customer Care. I apologize that I was unable to call you earlier today. I will be calling you tomorrow, 2/6 to discuss your case. Thank you.
End of Status Update
Writer contacted the dealership; phone number 318-797-1233. Service Manager was not available, writer was transferred to Service Advisor that has been working with this customer. Writer reached SA voicemail and left message requesting call back to extension 40636. Reason for call was to get status of repairs, if more parts or repairs are needed
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need to know if repairs are complete, if vehicle has been returned to customer
Per conversation of 4:20pm, Writer contacted Service Manager Bill. SM advised that transfer case had been replaced. SM advised that customer thought vehicle was leaking oil. SM advised that dealership cleaned surrounding area and had not found any leak. SM advised that DLR would check vehicle again in the morning.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40636. The reason for the customer contact was to provide or request the following information: advised that Service Manager stated vehicle would be ready to return 2/10. advised follow up on 2/11
TH[redacted] called to speak with CM MK1154. With customer s permission Writer transferred customer to CM s voice mail at ext 40636 as CM is not available. Customer decline to add a secondary #.
Writer contacted dealership; phone number dialed 318-797-1233. Writer spoke to Service Operator Wendy. Wendy advised that she checked with the Service Advisor who told her that vehicle is complete and has been picked up.
Status update provided via email to the following email address:
[redacted]
Hello, this is Chiloh with Jeep Customer Care and I m assisting your case manager Matthew. We understand you picked up your Cherokee from Landers today, and Matthew wanted to check on how the repairs are holding so far. He ll give you a call back on Friday, 02/13, to check again if he doesn t hear from you before. Thank you very much.
End of Status Update
Customer called due to missing bolts that are holding the front end on the vehicle customer states LANDERS did a vary poor job of repairing the

vehicle customer brought the vehicle to Town and country DLR and they are going to repair the vehicle for the customer the vehicle was brought to new DLR 2/14/2015 customer states the DLR is going to call Chrysler to update the case with a agent Customer would also like to speak to case manager MK1154 to fallow up
Agent attempted to contact dealer 65686 Service Manager (SM), however, SM not available. Left message for a return call at extension 40636
The reason for the dealer contact was to provide or request the following information: need to know if repairs are in progress or complete
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted], this is Matthew with Jeep Customer Care. I apologize that I was out of the office earlier this week and was not able to follow up with you. I understand that you had taken your vehicle to Hebert s Town & Country Chrysler last weekend because you were unhappy with the repairs performed by Landers. I will be following up with Landers to let them know that you were not satisfied, but my first priority is to make sure that the repairs performed by Hebert s do resolve your concern. I will be contacting you no later than Friday 2/20 to follow up with you.
Thank you.
End of Status Update
Frank Thomas HEBERT S TOWN & COUNTRY seeking to update case. Agent puts Customer in contact with CASE MANAGEMENT line; MK1154. Agent asks if anything else can be done; FRANK declines; Agent thanks FRANK. Call ended.
Writer contacted dealership 65686; phone number dialed 318-221-9000.
Writer spoke to Service Manager Alan. SM advised that dealership replaced oil cooler. SM advised that vehicle has been returned to customer.
Writer received a call from customer seeking CM- transfered to ext. 40636
Customer contacted writer. Customer stated that he picked up vehicle from Landers and when he looked there were several bolts missing. Customer stated that he took vehicle directly to Hebert s Town & Country (dealer 65686). Customer stated that repairs are complete and he is very happy with dealer 65686. Customer stated that he is concerned with reliability if he goes on long trip. Writer offered MAP Service Contract and 3 yr. oil change SC. Customer accepted and said that case can be closed.
MAP5N and ECPS312N Contract created. Contract number is [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJMBS2	FW[redacted]	**Open Date**	01/24/2015	**Built Date**	11/13/2014	
Model Year	2015	**Body**	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/20/2015	**Mileage**	881	**Dealer Zone**	63	DALLAS	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		**Market**	U	US	
Color	PDS	ANVIL CLEAR COAT					
Engine	EHB	3.2L V6 VVT ENGINE					
Transmission	DFJ	9-SPD EP2 MD 4WD AUTO TRANS					

Dealer	36495	BURNS MOTORS			
Dealer Address	1300 EAST HIGHWAY 83				
Dealer City	MC ALLEN	**Dealer State**	TX	**Dealer Zip**	78502

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LAREDO TX[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Leaks - Default	Fluid leaking from vehicle.
Corporate - Rental Vehicle - Default - Default - Default	
Product - Engine - Cylinder Head / Gskt - Other - Default	
Product - Engine - Oiling System / Pan / Pump - Leaks - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle had a leak on Tuesday 01/19/2015. Customer states they brought the vehicle to LAREDO DODGE CHRYSLER JEEP 36495Ù and was advised to return to their selling DLR BURNS MOTORS, LTD 36495Ù for service. Customer states the servicing DLR could not diagnose until February 2nd, 2015. Customer states the selling DLR is over 150 miles away. Customer states the DLR refused service as they did not purchase the vehicle at their DLR.
-
Briefly summarize what the customer is expecting: To resolve leak complaint.
-
Agent spoke to SA Arcy and was advised that the closest appointment available is February 7th. Agent unable to reach SM Henry. Agent advised customer of Roadside Assistance coverage under the service contract.
-
REQUEST FOR SPECIAL HANDLING
NIC of TL consulted: PH314
Reason for special handling request: 2015 MY vehicle with unresolved issues and ISD less than 90 days.
Current location of the vehicle: Owner s Possession
Date of last repair attempt: 1/23/2015
Customer s preferred method of contact: Phone
Customer phone number (Morning): [redacted]
Customer phone number (Evening):
Customer email address: [redacted]
Dealer code (if applicable): 36495
Dealer personnel involved (if applicable): N/A
Assigned case to 88FÙ for Special Handling
* * * * * CASE MANAGER TEAM - District U * * * * * *
CONTACT UPDATE - Customer was contacted today at 11:20AM.
Customer was provided with agent s extension 40690.
Agent contacted the customer who advised that he is going to take his

vehicle to the purchasing DLR today. Customer advised that the leak happened two days after he purchased the vehicle. Customer advised that the oil leak is very bad and he would like to have the issue corrected. Customer advised that his expectations are if the vehicle is in the shop for a long time to get a rental vehicle that is like his. Customer advised that he was working with Alex at the 36495 DLR. Agent advised that we will contact the DLR and follow up later on in the day.
Agent contacted the DLR and spoke to the Assistance Manager Erick who advised that they will look at the vehicle and assist with rental if needed but the first step is to get the vehicle diagnosed.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Taylor and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [redacted] within the one business day as promised. My office hours are 6:30AM 3:30PM (Mountain Time). My contact information is 800.763.8422 EXT 40690. If your preferred telephone number mentioned above isn t correct, please reply with the correction (please ignore the system generated message below).
End of Status Update
Active Warranty
MVP Active WM560N
Ownership history 2 New 0 Used
Agent attempted to contact the customer unable to reach.
Agent contacted the customer and advised the DLR will be looking at the vehicle and will diagnose the vehicle today. Agent advised the vehicle needs to be diagnosed first before rental can be released. Agent advised we will follow up no later than 01/29/2015.
Agent attempted to contact the DLR unable to reach Service Manager or Service Advisor. Agent advised a call back will take place later in the day.
Agent contacted the DLR and spoke to Erick the Assistant Service Manager who advised that the vehicle is repaired and the customer is just waiting for the customer to pick up the vehicle. ASM advised that the vehicle need a new oil cooler. SM advised the customer will pick up the vehicle on Friday. ASM advised that the customer is in a rental provided by the DLR.
Agent contacted the customer and advised the vehicle is repaired. Customer confirmed that he is going to get his vehicle 01/30/2015. Agent advised a follow up will take place no later than 002/02/2015. Agent advised the oil cooler needed to be replaced. Customer advised other than some miscommunication at the DLR everything went well.
Cesar contacted agent who advised that he would like a call back 915-778-9331.
Customer called to let his case manager TL448 that his vehicle is doing the same thing that it was doing, leaking oil customer wants a call back
Agent contacted DLR and Service Advisor Bob who advised the customer is at the DLR right now. Agent then spoke with the Service Manager Erick same leak some is the customer intake valley of the engine. SM advised that he had place the customer into a rental. SM advised they should have a diagnosis by tomorrow. Agent advised for the DLR to open an active STAR case. SM agreed. Agent advised for a follow up no later than 02/04/2015.
Agent contacted customer at [redacted] customer advised that he had picked up the vehicle up on Friday drove the vehicle home. Customer advised that he saw that the vehicle was leaking all over the drive way. Customer advised that he is very dissatisfied due to it is the exact same concern and his vehicle is still not repaired. Agent advised we will open an active STAR case to ensure the customer s vehicle is repaired. Customer advised that if his vehicle is not repaired he would like to file for buy back. Agent advised to allow the DLR to attempt to repair the vehicle correctly. Agent advised the customer a follow up will take place no later than 02/04/2015.
######### 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 continuous oil leak on a 2015 vehicle.
Action requested and active STAR case to be opened.

. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 63 36495 02/02/15 14:56 O [redacted]
Agent attempted to contact DLR call was disconnected.
Agent attempted to DLR unable to reach SM left message for a call back.
Service Manager contacted agent who advised that it had a engine oil leak. SM advised that the cylinder head needs to be replaced as well. SM advised he is reaching out to cooperate regarding this issue. SM advised that he will follow up with the customer no later than today or tomorrow he is just waiting for a response from his cooperate resources. SM advised the customer is in a rental at the time as well. SM advised they will inform the customer of his concerns as soon as cooperate resources has responded.
Agent contacted customer and advised that the DLR will be following up with the customer later on today or tomorrow. Agent advised that we will follow up with the customer no later than 02/06/2015. Customer advised that he would like his vehicle detailed when the vehicle is released.
Agent advised we will have the DLR detail the vehicle for the customer.
Agent advised a follow up will take place no later than 02/06/2015.
Agent contacted DLR and spoke to Assistant Service Manager Erick who advised he contacted the customer and informed him of what was going on. ASM advised the cylinder head should arrive no later than Wednesday. ASM advised of the order number and part number so agent can track the part.
Agent advised a follow up will take place no later than 02/11/2015.
Part number 68214829AA
Order Number A20415
CONTACT UPDATE - Customer was contacted today at 1:31pm on phone number [redacted]
Customer was provided with agent s extension 40690.
Customer advised that he is hoping to get a resolution for his vehicle.
Customer advised that he is concerned about what is going on with the vehicle and the vehicles issues. Customers advised that he would like to get his vehicle repaired. Agent advised the part is due to arrive no later than 02/11/2015. Agent advised a follow up will take place at that time. Customer advised he also has a SC through Chrysler.
Agent contacted Assistant Service Manager Erick who advised that the part should arrive tomorrow. The ETA according to GPOP is 02/11/2015, ASM advised he was provided rental until 02/12/2015 by the DLR. Agent advised a follow up will take place no later than that time. Agent advised rental can be provided by CAC if needed.
Agent contacted the customer and advised of lines 139-143. Agent advised a follow up will take place 02/12/2015.
Agent contacted DLR and spoke to Service Manager Ken who advised that the vehicle should be repaired by Monday. Agent advised the DLR does have the customer in rental and if the DLR can participate in the first 5 days agent can participate in the rest. Agent advised a CM can authorize rental from 02/13/2015 - 02/16/2015. SM advised that would be fine. Agent advised a follow up will take place no later than 02/16/2015.
Customer seeking rental assistance because Cylinder Head replacement
Contacted Service Manager, Ken at 36495 to
discuss the customer s request for rental assistance. Confirmed
customer s concern and with Service Manager concurrence, authorized
4 days of rental per Warranty guidelines
Rental authorization will be processed by CAC
Agent contacted the customer and advised the vehicle should be repaired by Monday. Customer advised he will need to know early to ensure he is able to go and pick up his vehicle. Agent advised we will contact the customer first thing in the Morning to provide information on if the vehicle is repaired or not. Agent advised a follow up will take place no late than 02/16/2015.
Agent attempted to contact DLR unable to reach SM.
Writer contacted dealership and spoke to Vivan in service who stated that the vehicle is ready to be picked up.
Writer attempted to contact customer and line rang busy.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: advise that vehicel is ready to be picked up and CM will follow up no later than 2/19.
Agent contacted the customer who advised that his vehicle is repaired.

Customer advised that he picked up his vehicle on Friday. Customer advised they did not detail the vehicle which was disappointing. Agent apologized for the inconvenience. Agent advised a follow up will take place no later than 02/18/2015 to ensure the vehicle is repaired, customer accepted.
Agent contacted the DLR and Spoke to Assistance Manager Erick who advised the vehicle was released on Saturday. Agent reviewed the DM notes with the ASM as well.
Was the customer in a rental? If yes, how many days? 12 days
Did the customer have a co-pay? If yes, how much? $0.00
What is the RO #? [redacted]
Does the SM have the CAIR #? If no, provide it. Yes
Review and Confirm the DM Notes with the SM while on the phone. Yes
Does the SM have everything needed from Customer Care to process the claim? Yes
Mileage 881.
Agent attempted to contact customer, however, customer was not available. Left message . The reason for the
customer contact was to provide or request the following information to advise that due to the repairs have been confirmed with the DLR the case will close 02/19/2015. Agent advised if there is any issues or concerns to have the customer contact 877-426-5337, or contact their local DLR.
Agent attempted to contact customer unable to reach.
Agent attempted to contact customer, however, customer was not available. Left message. The reason for the
customer contact was to provide or request the following information to advise the case will now be closed.
Agent contacted the customer who advised that this vehicle seems to be working correctly. Customer advised that he is satisfied with the outcome and the repair. Agent advised that the case will now be closed customer accepted. Customer advised the DLR was reaching out to the DM regarding the vehicle. Agent advised CM was not aware of situation. Agent advised if there are any issues or concerns to please contact his local DLR or contact CAC.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4PJLAB1	FW[redacted]	***Open Date***	01/27/2015	***Built Date***	07/11/2014	
Model Year	2015	***Body***	KLTL74	JEEP CHEROKEE SPORT FWD SPORT UTILITY 4-DOOR			
In Service Dt	11/13/2014	***Mileage***	1	***Dealer Zone***	66	ORLANDO	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ED6	2.4L I4 MULTIAIR ENGINE					
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS					

Dealer	67962	POTAMKIN'S PLANET DODGE			
Dealer Address	9975 N W 12TH STREET				
Dealer City	MIAMI	***Dealer State***	FL	***Dealer Zip***	33172

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DORAL FL [redacted]	***Country***	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Leaks - Default	engine leakage

Briefly summarize why the customer is contacting Chrysler: Customer states that vehicle is presently having concerns with oil leakage. Agent advised customer that vehicle needs to be brought to dealership for proper diagnosis
Briefly summarize what the customer is expecting: Customer seeking coverage assistance for vehicle